

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

*In the Matter of:*

Ida Post Office  
Ida, Arkansas 72546-9998

Docket No. A2011-48

**UNITED STATES POSTAL SERVICE NOTICE OF FILING**  
(September 1, 2011)

By means of Order No. 813 issued on August 18, 2011, the Postal Regulatory Commission docketed correspondence from customers of the Ida, Arkansas Post Office, assigning PRC Docket No. A2011-48 as an appeal pursuant to 39 U.S.C. § 404(d). Order No. 813, at page 3, set September 1, 2011 as the date by which “[t]he Postal Service shall file the applicable administrative record regarding this appeal” and/or “[a]ny responsive pleading.” This pleading responds to that directive.

Today the Postal Service files the electronic version of the administrative record concerning the Final Determination to Close the Ida, AR Post Office and Continue to Provide Service by Rural Route Service.

Respectfully submitted,

UNITED STATES POSTAL SERVICE  
By its attorneys:

Anthony F. Alverno  
Chief Counsel, Global Business  
Corporate and Postal Business Law Section

Christopher C. Meyerson  
Attorney

475 L'Enfant Plaza, S.W.  
Washington, D.C. 20260-1137  
(202) 268-7820; Fax -5628  
September 1, 2011

## IDA Docket: 1367813 - 72546

Item		Document	
1.	<u>Request/approval to study for discontinuance</u>	(12/07/2010)	7
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4.	<u>Highway map with community highlighted</u>	(12/15/2010)	7
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8.	<u>PS Form 150, Postmaster Workload Information</u>	(02/04/2011)	7
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17.	<u>Alternate service options/cost analysis</u> (02/04/2011)	R
18.	<u>Form 4920, Post Office Fact Sheet</u> (02/04/2011)	R
19.	<u>Recomendation and Service Replacement Type</u> (02/11/2011)	R
20.	<u>Questionnaire instruction letter to postmaster/OIC</u> (03/15/2011)	R
21.	<u>Cover letter, questionnaire, and enclosures</u> (02/24/2011)	R
22.	<u>Returned customer questionnaires and Postal Service response letters</u> (02/24/2011)	R
23.	<u>Analysis of questionnaires</u> (03/15/2011)	R
24.	<u>Community meeting roster</u> (03/15/2011)	R
25.	<u>Community meeting analysis</u> (03/15/2011)	R
26.	<u>Community meeting letter</u> (03/15/2011)	R
27.	<u>Petition and Postal Service response letter (if appropriate)</u> (03/16/2011)	R
28.	<u>Congressional inquiry and Postal Service response letter (if appropriate)</u> (03/23/2011)	R
29.	<u>Proposal checklist</u> (02/04/2011)	R
30.	<u>District notification to Government Affairs</u> (03/16/2011)	R
31.	<u>Instructions to postmaster/OIC to post proposal</u> (03/16/2011)	R
32.	<u>Invitation for comments exhibit</u> (03/16/2011)	R
33.	<u>Proposal exhibit</u>	R
34.	<u>Comment form exhibit</u> (03/15/2011)	R

35.	<u>Instructions for postmaster/OIC to remove proposal (05/17/2011)</u>	<input checked="" type="checkbox"/>	
36.	<u>Round-date stamped proposals and invitations for comments from affected offices (05/20/2011)</u>	<input checked="" type="checkbox"/>	
37.	<u>Notification of taking proposal and comments under internal consideration (05/17/2011)</u>	<input checked="" type="checkbox"/>	
38.	<u>Proposal comments and Postal Service response letters (05/20/2011)</u>	<input checked="" type="checkbox"/>	
39.	<u>Premature Postal Regulatory Commission appeal and Postal Service response letter (if appropriate) (05/20/2011)</u>	<input checked="" type="checkbox"/>	
40.	<u>Analysis of comments (05/20/2011)</u>	<input checked="" type="checkbox"/>	
41.	<u>Revised proposal (if appropriate) (05/20/2011)</u>	<input checked="" type="checkbox"/>	
42.	<u>Updated PS Form 4920 (if appropriate) (02/04/2011)</u>	<input checked="" type="checkbox"/>	
43.	<u>Certification of record (06/01/2011)</u>	<input checked="" type="checkbox"/>	
44.	<u>Log of Post Office discontinuance actions (06/01/2011)</u>	<input checked="" type="checkbox"/>	
45.	<u>Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales (06/01/2011)</u>	<input checked="" type="checkbox"/>	
46.	<u>Headquarters' acknowledgment of receipt of record (06/08/2011)</u>	<input checked="" type="checkbox"/>	
47.	<u>Final determination transmittal letter from Headquarters (08/01/2011)</u>	<input checked="" type="checkbox"/>	
48.	<u>Instruction letter to postmaster/OIC on posting (08/04/2011)</u>	<input checked="" type="checkbox"/>	
49.	<u>Round-date stamped final determination cover sheets ()</u>	<input type="checkbox"/>	





12/07/2010

DAVID CAMP  
DISTRICT MANAGER  
ARKANSAS PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the AR01 congressional district.

Post Office Name:	IDA
Zip+4 Code:	72546-9998
EAS Level:	11
Finance Number:	044410
County:	CLEBURNE
Proposed Admin Office:	HEBER SPRINGS PO
ADMIN Miles Away:	6.1
Near Office Name:	TUMBLING SHOALS PO
Near Miles Away:	4.0
Number of Customers:	
Post Office Box:	50
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	75
Intermediate HCR:	0
City Delivery:	0
Total Customers:	125

The above office became vacant when the postmaster retired on 07/31/2009.

This office is vacant and in close proximatey to another office. This office earns 1.4 hrs per day.

MARK MERRITT  
Manager, Post Office Operations

Approval to Study for Discontinuance:

DAVID CAMP  
DISTRICT MANAGER  
ARKANSAS PFC

12/07/2010  
DATE

cc: Area Manager, Public Affairs and Communication



**NOTICE OF POST OFFICE EMERGENCY SUSPENSION**

**A. Office**

Name: IDA State: AR Zip Code: 72546  
Area: SOUTHWEST District: ARKANSAS PFC  
Congressional District: AR01 County: CLEBURNE  
EAS Grade: 11 Finance Number: 044410  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Jackie Stubitsch  
Title: ARKANSAS PFC Post Office Review Coordinator  
Tele No: (501) 228-4171

Date: 12/15/2010  
Fax No: (650) 577-5059



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**NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION**

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**A. Office**

Name: IDA State: AR Zip Code: 72546  
Area: SOUTHWEST District: ARKANSAS PFC  
Congressional District: AR01 County: CLEBURNE  
EAS Grade: 11 Finance Number: 044410  
Post Office: ☐ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: Jackie Stubitsch  
Title: ARKANSAS PFC Post Office Review Coordinator  
Tele No: (501) 228-4171

Date: 12/15/2010  
Fax No: (650)  
577-5059



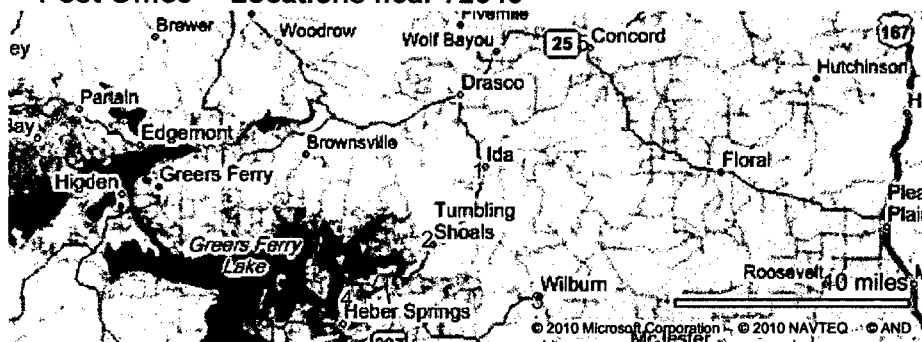
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# Post Office™ Locations

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## Post Office™ Locations near 72546



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- |   |  |   |
|---|--|---|
| <p><b>1</b> <b>Post Office™</b><br/><b>Location - IDA</b><br/>4420 HEBER<br/>SPRINGS RD N<br/>IDA, AR 72546-9998<br/>(800) ASK-USPS<br/>(800) 275-8777<br/>(501) 362-6460</p> <p><span style="border: 1px solid black; padding: 2px;">0.9 mi</span></p>   | <p><b>Business Hours</b><br/>Mon-Fri<br/>7:00am-11:00am<br/>11:30am-3:30pm<br/>Sat<br/>8:00am-10:00am<br/>Sun<br/>closed</p> | <p><b>Services</b><br/><b><u>PO Boxes Online</u></b></p> <p>Service hours may vary. Please<br/>check link for business hours.</p> |
| <p><b>2</b> <b>Post Office™</b><br/><b>Location -</b><br/><b>TUMBLING</b><br/><b>SHOALS</b><br/>2395 HEBER<br/>SPRINGS RD N<br/>TUMBLING SHOALS,<br/>AR 72581-9998<br/>(800) ASK-USPS<br/>(800) 275-8777<br/>(501) 362-6500</p> <p><span style="border: 1px solid black; padding: 2px;">2.8 mi</span></p> | <p><b>Business Hours</b><br/>Mon-Fri<br/>7:00am-11:00am<br/>12:00pm-3:45pm<br/>Sat<br/>7:00am-9:00am<br/>Sun<br/>closed</p>  | <p><b>Services</b><br/><b><u>PO Boxes Online</u></b></p> <p>Service hours may vary. Please<br/>check link for business hours.</p> |
| <p><b>3</b> <b>Post Office™</b><br/><b>Location -</b><br/><b>WILBURN</b><br/>4605 WILBURN RD<br/>WILBURN, AR 72179-<br/>9998<br/>(800) ASK-USPS<br/>(800) 275-8777<br/>(501) 362-5440</p> <p><span style="border: 1px solid black; padding: 2px;">6.1 mi</span></p>                                       | <p><b>Business Hours</b><br/>Mon-Fri<br/>7:30am-12:00pm<br/>1:00pm-4:15pm<br/>Sat-Sun<br/>closed</p>                         | <p><b>Services</b><br/><b><u>PO Boxes Online</u></b></p> <p>Service hours may vary. Please<br/>check link for business hours.</p> |

**4 Post Office™**  
**Location - HEBER SPRINGS**  
 1215 HIGHWAY 25B N  
 HEBER SPRINGS, AR  
 72543-9998  
 (800) ASK-USPS  
 (800) 275-8777  
 (501) 362-2493  
 7.0 mi

**Business Hours**  
 Mon-Fri  
 8:30am-4:30pm  
 Sat  
 8:30am-12:30pm  
 Sun  
 closed

**Services**  
PO Boxes Online  
 Service hours may vary. Please  
 check link for business hours.

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**5 Post Office™**  
**Location - CONCORD**  
 10845 HEBER  
 SPRINGS RD N  
 CONCORD, AR  
 72523-9998  
 (800) ASK-USPS  
 (800) 275-8777  
 (870) 668-3463  
 8.0 mi

**Business Hours**  
 Mon-Fri  
 7:30am-11:00am  
 12:00pm-4:00pm  
 Sat  
 7:30am-9:30am  
 Sun  
 closed

**Services**  
PO Boxes Online  
 Service hours may vary. Please  
 check link for business hours.

### Post Office™ Locations near 72546

#### By City

IDA TUMBLING WILBURN HEBER SPRINGS CONCORD  
 SHOALS

#### By ZIP Code

72581 72179 72543 72523 72534 72555 72130 72121 72530 72044  
 72067 72550 72085 72088 72567 72568 72137 72527 72575 72131

### People and Business Search Find people and businesses at [WhitePages.com](http://WhitePages.com)

#### People Search

Search for a person and  
 perform a reverse lookup  
 on phone numbers and  
 addresses.

#### Business Search

Search for a business by name or  
 category nationwide.

#### Reverse Phone Number

See who is calling you



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Eviction Notice

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**A. Office**

Name: IDA State: AR Zip Code: 72546  
Area: SOUTHWEST District: ARKANSAS PFC  
Congressional District: AR01 County: CLEBURNE  
EAS Grade: 11 Finance Number: 044410  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no eviction notice for this office

Prepared by: Jackie Stubitsch  
Title: ARKANSAS PFC Post Office Review Coordinator  
Tele No: (501) 228-4171

Date: 05/20/2011  
Fax No: (650)  
577-5059



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**Building Inspection Report**

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**A. Office**

Name: IDA State: AR Zip Code: 72546  
Area: SOUTHWEST District: ARKANSAS PFC  
Congressional District: AR01 County: CLEBURNE  
EAS Grade: 11 Finance Number: 044410  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no building inspection report nor photos for this office

Prepared by: Jackie Stubitsch  
Title: ARKANSAS PFC Post Office Review Coordinator  
Tele No: (501) 228-4171

Date: 05/20/2011  
Fax No: (650)  
577-5059

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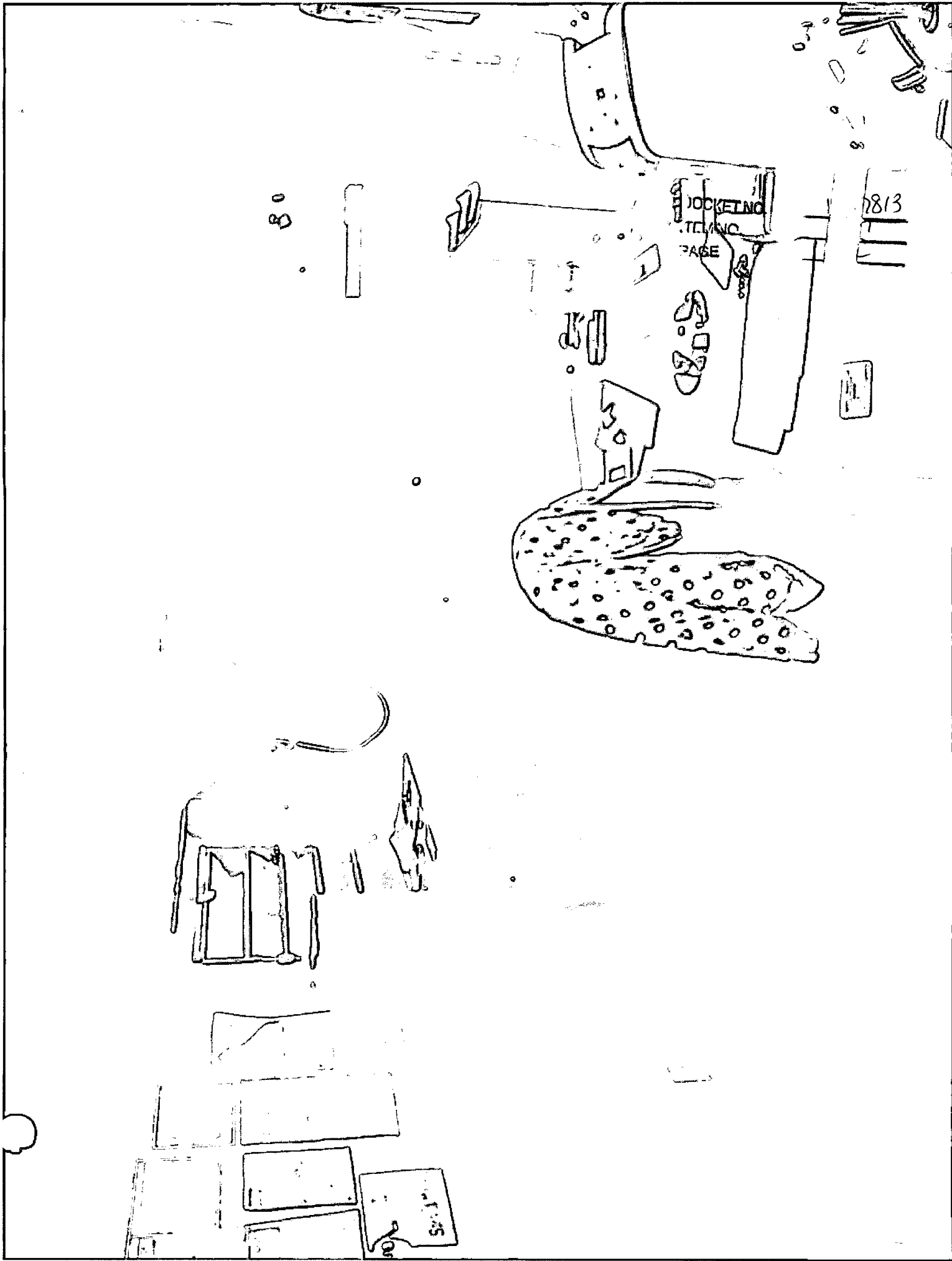
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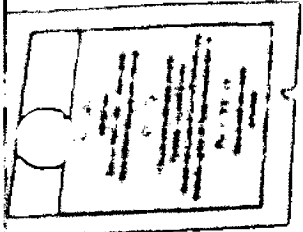
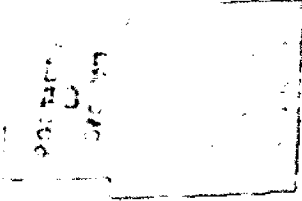




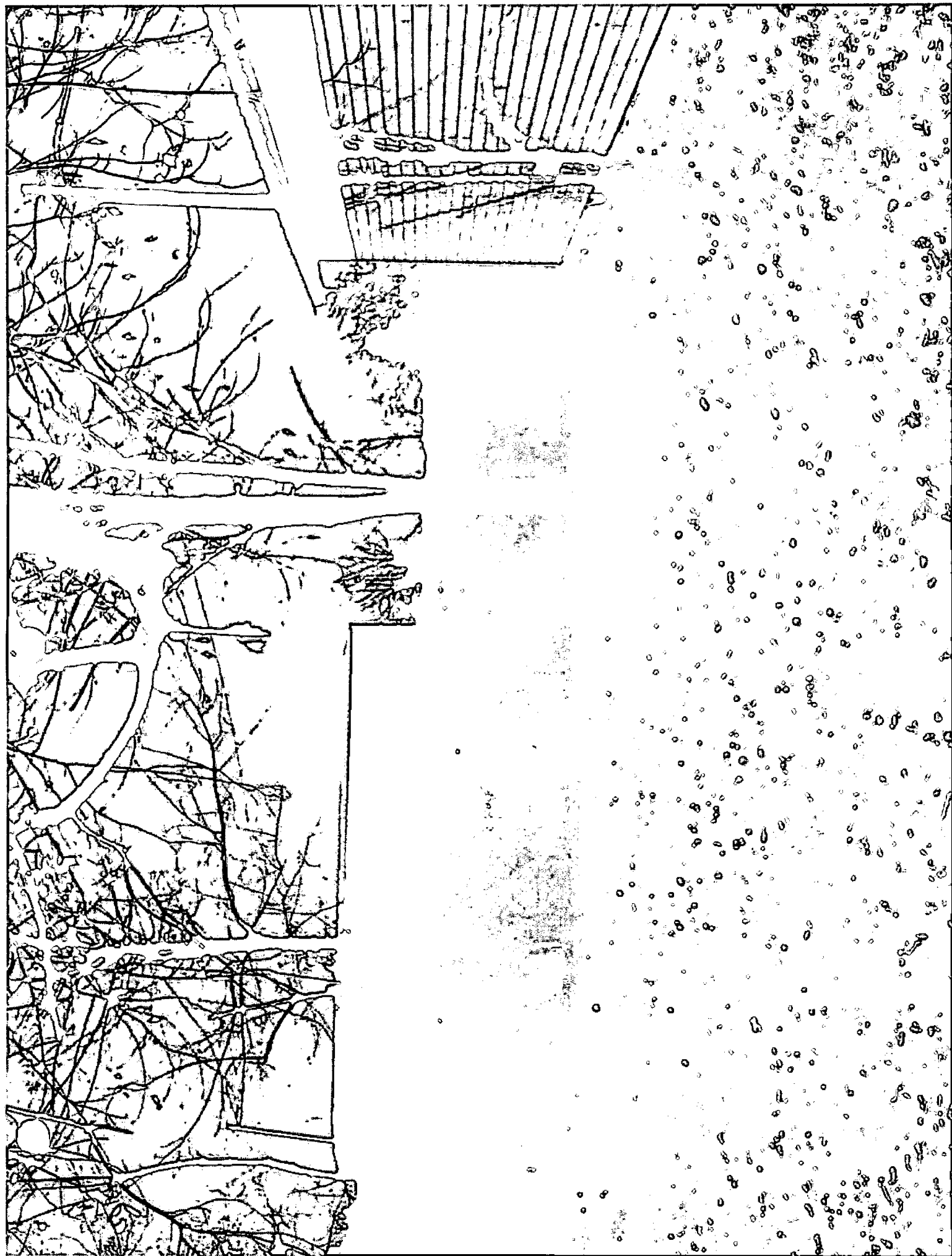


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A simpler way to ship.



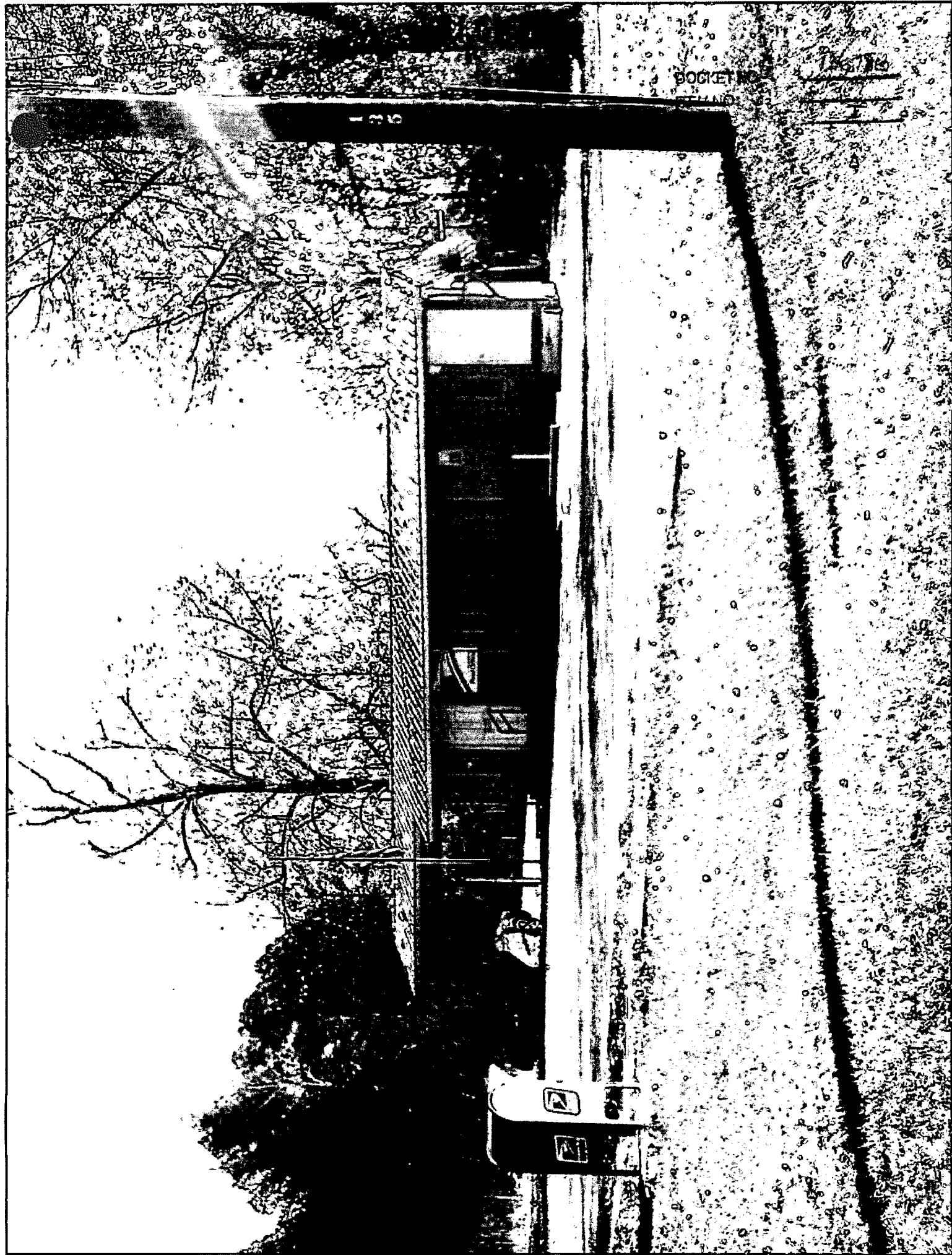






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**PS Form 150, Postmaster Workload Information**

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Post Office, State & Zip Code IDA, AR 72546		Postmaster's Signature KP1PKD	Date 02/04/2011
District Office, State & Zip Code ARKANSAS PFC, AR 72205		District Manager's Signature KHRGFT	Date 02/04/2011
(Check Box) <input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1. Current Office Level			11
2. Finance Number		(1-6)	044410
3. General Delivery Families Served		(7-9)	0
4. Post Office Boxes/Call Boxes Rented		(10-15)	50
5. Possible City Deliveries		(16-20)	0
6. Administrative Rural Boxes Served		(21-25)	0
7. Intermediate Rural Boxes Served		(26-30)	75
8. Administrative Responsibility form Intermediate Rural Boxes for Other Offices		(31-35)	0
9. Administrative Highway Contract/Star Route Boxes Served		(36-39)	0
10. Intermediate Highway Contract/Star Route Boxes Served		(40-43)	0
11. Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices		(44-47)	0
12. Number of Carrier Stations/Branches		(48-49)	0
13. Number of Finance Stations/Branches		(50-51)	0
14. Number of Contract Stations/Branches & Community Post Offices		(52-53)	0
15a. Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete "Seasonal Workload" section on reverse.)		(54)	N
15b. Duration of Experience A Seasonal Workload? (minimum of 8 weeks)		(55-56)	
16. Does Office Perform Outgoing Distribution for Other Offices?		(57)	N
17. Does Office Perform Incoming Distribution for Other Offices?		(58)	N
18. Does Office Perform Incoming Secondary Distribution for Other Offices?		(59)	N
19. Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?		(60)	N
20. Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?		(61)	N
21. Do You Have Responsibility for Vehicle Maintenance Facilities?		(62)	N
22. Does Your Office Have Administrative Responsibility for an Air Transfer Office?		(63)	N
23. Is Postmaster Lessor for Government Owned Building?		(64)	N
24. Does Office Have MPLSM/SPLSM?		(65)	N
25. Does Office Distribute Food Stamps?		(65)	N

PS Form 150, Postmaster Workload Information

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	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	50	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	75	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

**Instructions**

- Enter current evaluated office level.
- Enter the 6 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, *Carrier Route Report*, for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices.
  - A contract station is a detached finance unit manned by non-postal employees.
  - A rural station is a post office box delivery unit serviced by a rural carrier.
  - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

**Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)**

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a cutting, facing and cancelling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute food stamps?

## Worksheet for calculating Workload Service Credit (WSC) for Post Offices

### Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: IDA  
Office Zip+4: 72546 -9998 District: ARKANSAS PFC

#### Activity WSCs

General Delivery Families Served (Item 3, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150) .....	<u>50</u>	X 1.0	=	<u>50</u>
Possible City Deliveries (Item 5, PS Form 150) .....	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150) .....	<u>75</u>	X 0.7	=	<u>53</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150) .....	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150) .....	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150) .....	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150) .....	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs .....				<u>103</u>

#### Revenue WSCs

First	25 revenue units:	1.00	X	<u>25</u> units	=	<u>25.00</u>
Next	275 revenue units:	0.50	X	<u>13</u> units	=	<u>6.50</u>
Next	700 revenue units:	0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units:	0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units:	0.01	X	<u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:						<u>31.50</u>

Activity WSCs 103 + Revenue WSCs = 31.50 Base WSCs 134.50 = EAS Grade E

Previous evaluation: EAS grade 11

Effective date of change in service hours: \_\_\_\_\_ (if appropriate)  
(when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

JACKIE STUBITSCH

JACKIE.M.STUBITSCH@USPS.GOV

Printed Name

Signature

ARKANSAS PFC District Review Coordinator

01/25/2011

Title

Date

# Window Transaction Survey

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## Window Transaction Survey

PO Name: IDA ZIP+4: 72546 - 9998 Completed By: JACKIE STUBITSCH  
Survey Period: 12/04/2010 through 12/17/2010

Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps as one transaction. A sale of stamps and a money order is two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record; PS Form 2007-B, Window Transaction Conversion; and PS Form 2007-C, Window Transaction Survey. Use hash marks (///) for daily entries in the columns. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.

Day/Date	Postage Sales (.777)	Priority Parcels Money Orders (1.083)	Express Registered C.O.D (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.787)
Sat - 12/04	3	0	0	0	0	0	0	0
Sun - 12/05	0	0	0	0	0	0	0	0
Mon - 12/06	20	3	0	0	1	0	0	0
Tue - 12/07	4	1	0	0	0	0	1	1
Wed - 12/08	6	2	0	0	0	0	0	0
Thu - 12/09	5	3	0	0	1	0	1	0
Fri - 12/10	4	1	0	0	1	0	0	0
Sat - 12/11	1	1	0	0	0	0	0	0
Sun - 12/12	0	0	0	0	0	0	0	0
Mon - 12/13	5	5	0	0	0	1	0	0
Tue - 12/14	8	2	0	0	0	0	1	0
Wed - 12/15	7	3	0	0	0	0	0	0
Thu - 12/16	8	4	0	0	0	1	0	0
Fri - 12/17	6	3	0	0	0	0	0	0
TOTALS	77	28	0	0	3	2	3	1
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188
Daily Average	5.0	2.5	0.0	0.0	0.7	0.3	0.4	0.1
Average Number Daily Transactions:		9.5			Average Daily Retail Workload in Minutes:			9.0

**Survey of Incoming Mail**

Docket: 044410

Page Nbr: 11

**Survey of Incoming Mail**  
*(Record in Pieces)*

Post Office Name and Zip+4

IDA 72546 - 9998

Dates Recorded

12/04/2010 through 12/17/2010

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 12/04	119	60	5	12	3	3	0	0
Sun - 12/05	0	0	0	0	0	0	0	0
Mon - 12/06	125	54	3	15	1	11	0	0
Tue - 12/07	103	111	4	90	2	2	0	0
Wed - 12/08	117	53	1	38	1	6	0	0
Thu - 12/09	231	201	3	9	5	4	0	0
Fri - 12/10	124	49	2	41	4	10	0	0
Sat - 12/11	132	73	3	8	8	1	0	0
Sun - 12/12	0	0	0	0	0	0	0	0
Mon - 12/13	135	84	5	15	15	7	0	0
Tue - 12/14	126	139	0	86	0	1	0	0
Wed - 12/15	115	81	2	33	6	4	0	0
Thu - 12/16	134	62	1	7	3	2	0	0
Fri - 12/17	151	89	1	46	3	5	0	0
TOTALS	1,612	1,056	30	400	51	56	0	0
Daily Average	134.3	88.0	2.5	33.3	4.3	4.7	0.0	0.0

Signature of Person Making Count:

JACKIE STUBITSCH

Printed Name:

JACKIE.M.STUBITSCH@USPS.GOV

Date:

01/25/11

**Conversion Rate**

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	2227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

## Survey of Dispatched Mail

Survey of Dispatched Mail  
(Record in Pieces)

Post Office Name and Zip+4 IDA 72546 - 9998  
Dates Recorded 12/04/2010 through 12/17/2010

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 12/04	23	0	0	0	2	0	0	0
Sun - 12/05	0	0	0	0	0	0	0	0
Mon - 12/06	214	4	2	5	4	2	0	0
Tue - 12/07	24	2	1	2	2	0	0	0
Wed - 12/08	82	1	0	3	4	1	0	0
Thu - 12/09	51	0	0	3	1	0	0	0
Fri - 12/10	87	2	1	2	3	0	0	0
Sat - 12/11	19	1	0	1	2	1	0	0
Sun - 12/12	0	0	0	0	0	0	0	0
Mon - 12/13	108	4	0	2	8	0	0	0
Tue - 12/14	99	1	0	1	4	0	0	0
Wed - 12/15	68	2	1	2	6	1	0	0
Thu - 12/16	123	1	0	0	5	0	0	0
Fri - 12/17	128	4	1	9	1	0	0	0
TOTALS	1,026	22	6	30	42	5	0	0
Daily Average	85.5	1.8	0.5	2.5	3.5	0.4	0.0	0.0

Signature of Person Making Count: JACKIE STUBITSCH  
Printed Name: JACKIE STUBITSCH  
Date: 01/25/11



12/03/2010

OIC/POSTMASTER

SUBJECT: IDA Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the IDA Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the IDA Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to JACKIE STUBITSCH by 12/17/2010. This information will be entered into the official record for public viewing.

Post Office Box	<u>50</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>75</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>125</u>

If you have any comments on alternate means of providing services to the IDA customers, please provide them below:

In the last few monthsthey have discovered quite a bit of natural gas in my area and are putting wells up everywhere. I expect more business due to this. Ida is located near a lake, which helps bring in revenue. I have high traffic volume and Ida is the only area where tractor trailer rigs can pull in for service.

JACKIE STUBITSCH  
Post Office Review Coordinator

Comments:

The Ida Post Office is 2.8 miles away from the Tumbling Shoals PPost Office. The Ida Post Office can be discontinued with minimal effect on the community of approx 83 residents.

cc: Official Record

12/15/2010

**SUBJECT: Possible Discontinuance of Post Office**

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the IDA Post Office, 72546 - 9998, located in CLEBURNE County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

**JACKIE STUBITSCH**  
Post Office Review Coordinator  
ARKANSAS PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

no response

cc: Official Record



### Post Office Survey Sheet

Post Office Name IDA ZIP+4 72546-9998  
Congressional District AR01 Date 02/04/2011

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

none

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? exp 08/31/17 \$3000 annually no 30-day clause

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

n/a

5. List potential CPO sites.

n/a

6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No

If yes, please identify them by name and address.

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

postmaster position is vacant, no career or non career employees

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

How many Post Office boxes are installed? 88

How many Post Office boxes are used? 50

What are the window service hours? 07:00 - 11:00 - 11:30 - 15:30 M-F

08:00 - 10:00 S

What are the lobby hours? 07:00 - 15:30 M-F

08:00 - 10:00 S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.

no

**Post Office Survey Sheet** *(continued)*

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? <u>none</u>	
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. <u>n/a</u>	
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? <u>none</u>	
13.	Rural delivery/HCR delivery. a. What is current evaluation? _____ b. Will this change result in the route being overburdened? <span style="float: right;"><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</span> If so, what accommodations will be made to adjust the route? _____ c. How many boxes and miles will be added to the route? <span style="float: right;"><u>0, box 0.00 Miles</u></span> d. What would be the additional annual expense if the route is increased? <span style="float: right;"><u>0</u></span> e. What is the one-time cost of CBU/parcel locker installation (if appropriate)? <span style="float: right;"><u>0</u></span> f. At what time of the day does the carrier begin delivery to the community? _____ Will this delivery time be affected if the office is discontinued? (Y or N) <span style="float: right;"><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</span> If so, how? <span style="float: right;"><u>0</u></span>	
14.	Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input type="checkbox"/> More <input checked="" type="checkbox"/> Same <input type="checkbox"/> Less _____	

## Community Survey Sheet

### Community Survey Sheet

Post Office Name	<u>IDA</u>	ZIP+4	<u>72546-9998</u>
Congressional District	<u>AR01</u>	Date	<u>02/07/2011</u>

1. Incorporated? ☐ Yes ☒ No

Local government provided by:	<u>Cleburne County</u>
Police protection provided by:	<u>Cleburne County</u>
Fire protection provided by:	<u>Tumbling Shoals/Ida volunteer</u>
School location:	<u>Heber Springs</u>

2. What population growth is expected? (Please document your source)

Post Office Name: Ida, AR ZIP Code: 72546 Total Population: 2010 70 2010 30 2015 71 2015 31 Projected  
Annual Household Growth Rate: 0.66% Facility Planning 2010 Dataset

3. What residential, commercial, or business growth is expected? (Please document your source)

Population Growth Ida, AR 72546 Arkansas United States 2009 Population 83 2,882,647 306,069,955 Population Change Since 1990 24% 23% 23% Population Change Since 2000 11% 8% 9% The data for Ida, AR 72546 may also contain data for the following areas: Ida Change in population since 1990 and 2000 expressed as a percentage increase or decrease. Neighborhood Information provided by Onboard Informatics © 2010. Information is deemed reliable but not guaranteed. Demographic Information FAQ Ida, Arkansas 72546 Demographics Summary Ida, Arkansas 72546 Demographics - Crime Statistics Ida, Arkansas 72546 Demographics - Population Statistics Ida, Arkansas 72546 Demographics - Population Growth Statistics Ida, Arkansas 72546 Demographics - Housing Inventory, Stability and Age Ida, Arkansas 72546 Demographics - Household Makeup and Size Ida, Arkansas 72546 Demographics - Occupation By Population Ida, Arkansas 72546 Demographics - Drive Times, Transportation and Proximity Statistics Ida, Arkansas 72546 Demographics - Weather, Pollution and Natural Disaster Risk Indexes Ida, Arkansas 72546 Demographics - Household Income and Net Worth Statistics Ida, Arkansas 72546 Demographics - Education Level Profile Homes for sale in 72546 Address not provided \$83,500 Detail [http://www.clrsearch.com/72546\\_Demographics/Population\\_Growth\\_Statistics](http://www.clrsearch.com/72546_Demographics/Population_Growth_Statistics)

History. (Are there any special historical events related to the community?)

4. Are there any special community events to consider?  
Is the Post Office facility a state or national historic landmark (see ASM 515.23)?  
Check with the field real estate office when verification is needed.)

none

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?  
retirees, farmers

Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center.

6. Do employees of the office offer assistance to senior citizens and handicapped)?  
What provisions can be made for these services if the Post Office is discontinued?

community bulletin board

# Highway Contract Route Cost Analysis Form

Docket: 1367813  
Page Nbr: 17

## Highway Contract Route Estimated Cost for Alternative Service

Office Name: IDA  
Office Zip+4: 72546 -9998 District: ARKANSAS PFC

- |    |  |             |                                      |             |
|----|--|-------------|--------------------------------------|-------------|
| 1. | Enter the number of additional boxes to be added to the route                          | <u>0</u>    | x 3.64 hours per year                | <u>0.00</u> |
| 2. | Enter the number of additional miles to be added to the route                          | <u>0.00</u> | x 10.40 hours per year               | <u>0.00</u> |
|    |  |             | <b>Total time added to the route</b> | <u>0.00</u> |
| 3. | Enter the HCR hourly rate<br>(Contact Area Manager, Purchasing/Contracting Officer)    |             |                                      | <u>0.00</u> |
|    | <b>Total additional compensation (HCR hourly rate x total time added to the route)</b> |             |                                      | <u>0.00</u> |

# Rural Route Cost Analysis Form

Docket: 1367813

Page Nbr: 17a

## Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: IDA  
Office Zip+4: 72546 -9998 District: ARKANSAS PFC

1. Enter the number of additional boxes to be added to the rural route 0

2. Enter the number of additional miles to be added to the route 0.00

**Total (additional boxes x volume factor)** 0.00

3. Enter the number of additional boxes to be added to the rural route	<u>0</u>		
Centralized boxes	<u>0.00</u>	x 1.00 Min	<u>0.00</u>
Regular L route boxes	<u>0.00</u>	x 1.82 Min	<u>0.00</u>
Regular Non-L route boxes	<u>0.00</u>	x 2.00 Min	<u>0.00</u>

**Total additional box allowance** 0.00

4. Enter the number of additional daily miles to be added to the rural route	<u>0.00</u>	x 12 Mileage Standard	<u>0.00</u>
--	-------------	-----------------------	-------------

**Total additional minutes per week**  
(miles carried to two decimal places) 0.00

5. Total additional annual minutes (additional minutes per week year)	<u>0.00</u>	x 52 Weeks	<u>0.00</u>
---	-------------	------------	-------------

6. Total additional annual hours (additional annual minutes/ 60 minutes per hour)	<u>0.00</u>	/ 60 Minutes	<u>0.00</u>
---	-------------	--------------	-------------

7. Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated)	<u>0.00</u>		
--	-------------	--	--

**Total Annual Cost (additional annual hours x rural cost per hour)** 0.00

8. Enter lock pouch allowance (if applicable)		<u>0.00</u>
---	--	-------------

**Total annual cost for alternate service (annual cost minus lock pouch allowance)** 0.00

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 02/04/2011																								
2. Post Office Name IDA		3. State and ZIP + 4 Code AR, 72546-9998																										
4. District, Customer Service ARKANSAS PFC	5. Area, Customer Service SOUTHWEST	6. County CLEBURNE	7. Congressional District AR01																									
8. Reason for Proposal to Discontinue This office is vacant and in close proximity to another office. This office earns 1.4 hrs per day.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 07/31/2009  b. <input checked="" type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career  c. Current PM POSITION Level (150)EAS-11 Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 0		a. Time M-F Sat Total Window Hours Per Week  a. Lobby Time M-F Sat 07:00 - 15:30 08:00 - 10:00 42.00																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 50 c. City Delivery 0 d. Rural Delivery 75 e. Highway Contract Route Box 0 f. Total 125 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 9.50		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>222</td> <td>87</td> </tr> <tr> <td>b. Newspaper</td> <td>35</td> <td>3</td> </tr> <tr> <td>c. Parcel</td> <td>8</td> <td>3</td> </tr> <tr> <td>d. Other</td> <td>0</td> <td>0</td> </tr> <tr> <td>e. Total</td> <td>265</td> <td>93</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td colspan="2">0</td> </tr> <tr> <td>g. No. of Permits</td> <td colspan="2">0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	222	87	b. Newspaper	35	3	c. Parcel	8	3	d. Other	0	0	e. Total	265	93	f. No. of Postage Meters	0		g. No. of Permits	0	
Types of Mail	Received	Dispatched																										
a. First-Class	222	87																										
b. Newspaper	35	3																										
c. Parcel	8	3																										
d. Other	0	0																										
e. Total	265	93																										
f. No. of Postage Meters	0																											
g. No. of Permits	0																											
Finances a. FY 2008 2009 2010		Receipts \$ 17,572 \$ 15,150 \$ 14,522	b. EAS Step 1 PM Basic Salary (no Cola) \$ 42480	c. PM Fringe Benefits (33.5% of b.) \$ 14,231																								
15a. Quarters																												
<input type="checkbox"/> Postal Owned <input type="checkbox"/> Leased (if Leased, Expiration Date) 08/31/2017 Annual Lease \$ 3000  30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)  Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
15b. Explain: closing Post Office																												
17. Schools, Churches and Organization in Service Area: No: 0		19. Administrative/Emanating Office (Proposed):																										
		Name <u>HEBER SPRINGS</u> EAS Level <u>        </u> Miles Away <u>6.1</u> Window Service Hours: M-F 08:30 16:30 SAT 08:30 12:30 Lobby Hours: M-F 24 hrs SAT 24 hrs PO Boxes Available: <u>332</u>																										
18. Businesses in Service Area: No: 0		20. Nearest Post Office (if different from above):																										
		Name <u>TUMBLING SHOALS</u> EAS Level <u>        </u> Miles Away <u>4.0</u> Window Service Hours: M-F 08:30 16:30 SAT 08:30 12:30 Lobby Hours: M-F 24 hrs SAT 24 hrs PO Boxes Available: <u>332</u>																										
21. Prepared by																												
Printed Name and Title JACKIE STUBITSCH		Signature JACKIE STUBITSCH		Telephone No. AC () (501) 228-4171																								
PO Discontinuance Coordinator Name JACKIE STUBITSCH		Location LITTLE ROCK, AR																										



**A. Office**

Name: IDA State: AR Zip Code: 72546  
Area: SOUTHWEST District: ARKANSAS PFC  
Congressional District: AR01 County: CLEBURNE  
EAS Grade: 11 Finance Number: 044410  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 19

Prepared by: Jackie Stubitsch  
Title: ARKANSAS PFC Post Office Review Coordinator  
Tele No: (501) 228-4171

Date: 03/15/2011  
Fax No: (650)  
577-5059



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03/15/11

OIC/POSTMASTER

SUBJECT: IDA Post Office

Enclosed are questionnaires addressed to customers of the IDA Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 03/10/2011 for further review.

Jackie Stubitsch  
Post Office Review Coordinator  
Enclosures





February 24, 2011

DOCKET NO.

1367813

ITEM NO.

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PAGE

1

Dear Postal Customer:

The U.S. Postal Service would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

A review of the business activities of the Ida Post Office revealed the office's workload has declined. This reduced workload suggests that the maintenance of an independent office at Ida may not be warranted.

We are studying the feasibility of providing postal services from the Heber Springs Post Office. Post Office box service is also available at this location.

In order to provide feedback regarding this proposed change, please return the enclosed questionnaire by using the pre-addressed envelope provided.

You may, of course, want to discuss this proposed change with us before drawing any conclusions. Postal representatives will be at the Pleasant Ridge Baptist Church on March 10, 2011, from 5:30 pm – 7:00 pm to answer questions and provide information about our service. The church is located at 4100 Heber Springs Road N in Ida. You may submit your questionnaire at that time.

If you have any questions, you may contact Consumer Affairs at (501) 228-4283.

Sincerely,

A handwritten signature in black ink that reads "Cary Chism".

Cary Chism  
Manager, Consumer Affairs & Claims



**POST OFFICE ON WHEELS  
SERVICES AVAILABLE FROM RURAL AND  
HIGHWAY CONTRACT ROUTE CARRIERS**

DOCKET NO.  
ITEM NO.  
PAGE

1367813  
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You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

**MAILING PACKAGES**

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package **MUST** have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.



## Postal Service Customer Questionnaire

DOCKET NO.

1367813

ITEM NO.

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1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

**Postal Services**

Daily Weekly Monthly Never

- |  |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Buying Stamps   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Other Postal Services**

- |                                  |                          |     |                          |    |
|----------------------------------|--------------------------|-----|--------------------------|----|
| a. Entering permit mailings      | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |
| a. Resetting/using postage meter | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |

**Nonpostal Services**

- |   |                          |     |                          |    |
|---|--------------------------|-----|--------------------------|----|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |
| c. Assisting senior citizens, persons with disabilities. ect. | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |

If yes, please explain:

- |                                |                          |     |                          |    |
|--------------------------------|--------------------------|-----|--------------------------|----|
| d. Using public bulletin board | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |
| e. Other                       | <input type="checkbox"/> | YES | <input type="checkbox"/> | NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

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3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐

Shopping

☐

Personal needs

☐

Banking

☐

Employment

☐

Social needs

4. Do you currently use local businesses in the community?

☐

Yes

☐

No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐

Favorable

☐

Unfavorable

☐

No Opinion

Name:

Address:

Telephone:

Date:

Please include any additional comments below:



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03/15/2011

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the IDA Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
- You expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

If it is determined that a discontinuance of the IDA Post Office should be pursued, a formal proposal will be posted in the IDA Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Jackie Stubitsch at (501) 228-4171.

Sincerely,

Mark Merritt  
Manager, Post Office Operations  
420 Natural Resources Dr  
Little Rock, AR, 72205-4100



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### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

#### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Umbling Shoals on Fridays

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	Heber Springs
<input checked="" type="checkbox"/>	Personal needs	Heber Springs
<input checked="" type="checkbox"/>	Banking	Heber Springs
<input type="checkbox"/>	Employment	
<input type="checkbox"/>	Social needs	

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name: Steven A. Godush  
Address: 4704 Heber Springs Rd. N. IDA ARK 72546  
Telephone: 1-501-362-3007  
Date: 3-1-11

Please include any additional comments below:

I belive closing IDA is good.  
But leave Tumbling Shoals to take  
up IDA's business.  
I belive Tumblings Shoals should  
take Rainbow Road over  
every ~~thint~~ thing north of dam.  
Heber should stay south ~~of~~ dam  
in Heber area.  
Steve Godush  
Thank  
You!



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:



3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	Heber Springs, Searcy, Batesville
<input checked="" type="checkbox"/>	Personal needs	Drasco, Searcy
<input checked="" type="checkbox"/>	Banking	Heber Springs
<input type="checkbox"/>	Employment	husband runs upholstery shop in Ida - I am retired rural carrier from Tumbling Shoals
<input checked="" type="checkbox"/>	Social needs	Drasco, Searcy, Batesville

4. Do you currently use local businesses in the community?

☐ Yes ☒ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name: Mary L. Godush

Address: 4744 Heber Springs Rd N. Ida, AR 72546-9304

Telephone: 501 362-3753

Date: 2-28-11

Please include any additional comments below: Everything done at Ida (other than handing mail out over the counter for those that don't want to wait for the carrier) could be handled efficiently by Tumbling Shoals and Drasco with considerable savings.

Ida's location on Hwy 25 about 4 miles either way to Tumbling Shoals or Drasco (both on Hwy 25) makes it a redundant ofc. Four business locations on 25 - One Fletcher's Groc. is going strong as is Jim's upholstery, a large welding concern is closed and the heat & air man has moved to Quitman. I have lived here 43 yrs and from an inside viewpoint Ida should have been closed years ago.

Sincerely, Mary L. Godush



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input type="checkbox"/> NO
------------------------------	-----------------------------

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input type="checkbox"/>	Shopping
<input type="checkbox"/>	Personal needs
<input type="checkbox"/>	Banking
<input type="checkbox"/>	Employment
<input type="checkbox"/>	Social needs

4. Do you currently use local businesses in the community?

☐ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name:

Address:

Telephone:

Date:

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

**Arkansas District Consumer Affairs  
420 Natural Resources Dr  
Little Rock AR 72205-9631**



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

- a. Buying Stamps *Hardly ever pay online*
- b. Mailing Letters
- c. Mailing Parcels
- d. Pick up Post Office box mail
- e. Pick up general delivery mail
- f. Buying money orders
- g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation
- h. Sending Express Mail
- i. Buying stamp-collecting material

Daily Weekly Monthly Never

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings
- a. Resetting/using postage meter

<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO
<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms)
- b. Using for school bus stop
- c. Assisting senior citizens, persons with disabilities. ect.

<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO
<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO
<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO

If yes, please explain:

- d. Using public bulletin board
- e. Other

<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO
<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input checked="" type="checkbox"/>	YES	<input type="checkbox"/>	NO
-------------------------------------	-----	--------------------------	----

If yes, please explain:

*Several*

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	Heber Springs
<input checked="" type="checkbox"/>	Personal needs	Heber Springs
<input checked="" type="checkbox"/>	Banking	Drasco
<input checked="" type="checkbox"/>	Employment	Heber Springs
<input checked="" type="checkbox"/>	Social needs	Heber Springs

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☒ Favorable ☐ Unfavorable ☐ No Opinion

Name:

Tanna Whiteford

Address:

225 Stanford Rd, Drasco AR 72530

Telephone:

501-270-0009

Date:

2-28-11

Please include any additional comments below:

we've already started  
Changing address to our home  
if we need anything postage wise  
thru Drasco, Junbling Shoals, and  
Heber Springs -

Hope Drasco stays - our business  
has live bait mailed there -  
Thanks



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the Board Camp Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input type="checkbox"/>	Shopping	<u>Mena</u>
<input type="checkbox"/>	Personal needs	<u>Mena</u>
<input type="checkbox"/>	Banking	<u>Mena</u>
<input type="checkbox"/>	Employment	<u>Mena</u>
<input type="checkbox"/>	Social needs	<u>Mena</u>

4. Do you currently use local businesses in the community?

☐ Yes ☒ No

5. What is your opinion of the possible discontinuance of the Board Camp Post Office?

☐ Favorable ☐ Unfavorable ☒ No Opinion

Name: Faehery Evans

Address: 3850 Hwy 8 East

Telephone: 394-2630

Date: 3-6-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

**Arkansas District Consumer Affairs  
420 Natural Resources Dr  
Little Rock AR 72205-9631**



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### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

#### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I pass Tumbling Shoals & Brasco.



3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking

Heber Springs



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name:

Address:

Telephone:

Date:

Please include any additional comments below:



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Don't leave Springs most of the time

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input type="checkbox"/>	Shopping
<input type="checkbox"/>	Personal needs
<input type="checkbox"/>	Banking
<input type="checkbox"/>	Employment
<input type="checkbox"/>	Social needs

4. Do you currently use local businesses in the community?

☐ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☐ Unfavorable ☐ No Opinion

Name:

Address:

Telephone:

Date:

Please include any additional comments below:



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### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

#### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☒ NO

If yes, please explain:

For work NO For shopping yes

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐

Shopping

☐

Personal needs

☐

Banking

☐

Employment

☐

Social needs

4. Do you currently use local businesses in the community?

☒

Yes

☐

No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☒

Favorable

☐

Unfavorable

☐

No Opinion

Name:

*Roy Jean Webb*

Address:

*2094 Dry Mt. Rd. Dumas Ark 72530*

Telephone:

*501-362-7461*

Date:

*3-10-11*

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

**Arkansas District Consumer Affairs  
420 Natural Resources Dr  
Little Rock AR 72205-9631**



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A

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

Address/Community Identity

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Heber Springs



Personal needs



Banking

"



Employment

"



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name:

Ed Lacy

Address:

4100 H.S. N Ida, AR

Telephone:

501 362 8089

Date:

3/19/11

Please include any additional comments below:

Tell the community what it will take  
to keep the Ida Post office open. It has been  
open since 1891. Do not close it now!

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs  
420 Natural Resources Dr  
Little Rock AR 72205-9631



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

- |  | Daily                               | Weekly                              | Monthly                             | Never                               |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |

## Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| a. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

## Nonpostal Services

- |   |   |  |
|---|---|--|
| a. Picking up government forms (such as tax forms)            | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities. ect. | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |   |  |
|--------------------------------|---|--|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| e. Other                       | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|------------------------------|--|

If yes, please explain:



3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐

Shopping

☐

Personal needs

☐

Banking

☐

Employment

☐

Social needs

4. Do you currently use local businesses in the community?

☒

Yes

☐

No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐

Favorable

☒

Unfavorable

☐

No Opinion

Name:

Address:

4204 Heber Springs Rd, Ida AR

Telephone:

501 362 3992

Date:

3 11 11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

**Arkansas District Consumer Affairs**  
**420 Natural Resources Dr**  
**Little Rock AR 72205-9631**



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

- |  | Daily                    | Weekly                   | Monthly                             | Never                               |
|--|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

## Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| a. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

## Nonpostal Services

- |   |                              |  |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities. ect. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |                              |  |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES | <input type="checkbox"/> NO            |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I most generally work in Heber Springs, so I pass Tumbling Shoals, and also Heber Springs post office's. It is very convenient though to have access to a post office within a mile of my home. ~~And~~ the IDA post office would be greatly missed if it were not there. I sincerely plead that it remains.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name:

James and Susan Presley

Address:

74 Center Ridge Road Ida Ar. 72546

Telephone:

Hm. 501-206-0110

Date:

03-10-11

Please include any additional comments below:

I and my husband have lived at this address for almost 13 yrs. I was very happy to learn that we ~~will~~ could receive mail at our house. We usually receive our mail around 9am, and I am very happy with that. It is also very convenient to have the Post office within 1-mile of our home. I feel it would be a great loss to this community if ida post office closed. Please keep ida on the Map!

Thank you &  
God Bless  
Susan Presley



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

- |  | Daily                               | Weekly                              | Monthly                             | Never                    |
|--|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| e. Pick up general delivery mail   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

## Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| a. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

## Nonpostal Services

- |   |   |  |
|---|---|--|
| a. Picking up government forms (such as tax forms)            | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities. ect. | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |

If yes, please explain:

those who can't get outpicking up mail for

- |                                |   |  |
|--------------------------------|---|--|
| d. Using public bulletin board | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |
| e. Other                       | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |

If yes, please explain:

seeing neighborscommunity interaction

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------

If yes, please explain:

Tumbling Shoals - Drasco and Concord - to get to Batesville  
To Heber Springs  
Tumbling Shoals - Drasco are literally hard/dangerous to get in and out of T.S traffic overhull obstructed view - huge culverts on inside - outside. Drasco is within feet of traffic coming off of Hwy 92 who do not consider traffic turning into - out of. Concord gets enough of our \$ due to school milage. We already support that community whether we have school children aged

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	<u>No - So</u>
<input checked="" type="checkbox"/>	Personal needs	
<input checked="" type="checkbox"/>	Banking	
<input type="checkbox"/>	Employment	
<input type="checkbox"/>	Social needs	

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Dinah Stoll

Address: 4735 Heber Springs Rd N POB 32 Ida AR 72546

Telephone: \_\_\_\_\_

Date: 3/10/2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

Arkansas District Consumer Affairs  
420 Natural Resources Dr  
Little Rock AR 72205-9631



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

- |  | Daily                    | Weekly                              | Monthly                             | Never                               |
|--|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain:

- to do their errands which includes taking elderly
- d. Using public bulletin board ☒ YES ☒ NO post office to pick up mail
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

town I pass 1 rural and in town there is

one in the town of Heber Springs

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	Drasco, Heber, Little Rock
<input checked="" type="checkbox"/>	Personal needs	Batesville, Heber Springs
<input checked="" type="checkbox"/>	Banking	Drasco, Heber Springs
<input checked="" type="checkbox"/>	Employment	School in Heber Springs
<input checked="" type="checkbox"/>	Social needs	Heber Springs, Drasco, Batesville

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Kristen Taylor

Address: 1225 Center Ridge Rd, Drasco, AR 72530

Telephone: 870-834-6185

Date: 3-10-2011

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

**Arkansas District Consumer Affairs  
420 Natural Resources Dr  
Little Rock AR 72205-9631**



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:



3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping
<input type="checkbox"/>	Personal needs
<input checked="" type="checkbox"/>	Banking
<input type="checkbox"/> Retired	Employment
<input type="checkbox"/>	Social needs

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Vernon + Nita Altom

Address: P.O. Box 85 Ida, AR 72546

Telephone: 501-362-5470

Date: 3-10-11

Please include any additional comments below:

It is very important that we retain our post office in our small rural community. Loss of the post office would be a burden on many of our residents.



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13678132216**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

**Nonpostal Services**

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------

If yes, please explain:

IDA is safer to enter and exit than the others on Hwy 25.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	Heber Springs
<input checked="" type="checkbox"/>	Personal needs	Heber Springs
<input checked="" type="checkbox"/>	Banking	Heber Springs
<input checked="" type="checkbox"/>	Employment	Tumbling Shoals
<input type="checkbox"/>	Social needs	

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Sonny W. Kennedy

Address: 1225 Center Ridge Rd. Drasco AR 72530

Telephone: 501-362-8832

Date: 3-10-11

Please include any additional comments below:

Completed questionnaire should be returned to the following address:

**Arkansas District Consumer Affairs**  
420 Natural Resources Dr.  
Little Rock AR 72205-9631



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17**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other Postal Services**

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

**Nonpostal Services**

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I come from Concord, AR. to Heber Springs, AR. IDA Post office  
is the only one I stop at.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	Heber Springs
<input type="checkbox"/>	Personal needs	IDA
<input checked="" type="checkbox"/>	Banking	Heber Springs
<input checked="" type="checkbox"/>	Employment	Heber Springs
<input type="checkbox"/>	Social needs	IDA

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Angel Wilson

Address: 9940 Heber Springs Rd. Concord, AR 72523

Telephone: 870-251-6258

Date: 3-6-11

Please include any additional comments below:

I say make IDA office Bigger and  
do away with Drasco, And Tumbling Shoals  
offices.

Angel Wilson

Completed questionnaire should be returned to the following address:

**Arkansas District Consumer Affairs  
420 Natural Resources Dr  
Little Rock AR 72205-9631**



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

*Sending taxes*

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping Helena Springs



Personal needs



Banking Helena Springs



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name: Kathleen Phillips

Address: PO Box 42, Ida AR 72546

Telephone: 501-206-0939

Date: 03/10/11

Please include any additional comments below:



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

- |  | Daily                    | Weekly                              | Monthly                  | Never   |
|--|--------------------------|-------------------------------------|--------------------------|---|
| a. Buying Stamps   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                      |
| b. Mailing Letters   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                      |
| c. Mailing Parcels   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                      |
| d. Pick up Post Office box mail  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/>           |
| e. Pick up general delivery mail   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/>           |
| f. Buying money orders   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/>           |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> occasionally         |
| h. Sending Express Mail  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> sometimes            |
| i. Buying stamp-collecting material  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> sometimes |

## Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input type="checkbox"/> NO            |
| a. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

## Nonpostal Services

- |   |                              |  |           |
|---|------------------------------|--|-----------|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input type="checkbox"/> NO            | Some time |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |           |
| c. Assisting senior citizens, persons with disabilities. ect. | <input type="checkbox"/> YES | <input type="checkbox"/> NO            |           |

If yes, please explain:

- |                                |                              |                             |
|--------------------------------|------------------------------|-----------------------------|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- |   |                             |
|---|-----------------------------|
| <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
|---|-----------------------------|

If yes, please explain:

out of community



3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name: Nael + Barbara Lacy

Address: 4134 Weber Ave. Rd. N. ID 7 Cu. 72546-9314

Telephone: 501-362-7278

Date: 30-2-2011

Please include any additional comments below:



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

a. Buying Stamps

Daily Weekly Monthly Never

☐☐☒☐

b. Mailing Letters

☐☒☐☐

c. Mailing Parcels

☐☐☒☐

d. Pick up Post Office box mail

☐☐☐☒

e. Pick up general delivery mail

☐☒☐☐

f. Buying money orders

☐☐☐☒

g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation

☐☐☐☒

h. Sending Express Mail

☐☐☐☒

i. Buying stamp-collecting material

☐☐☐☒

## Other Postal Services

a. Entering permit mailings

☐

YES

☒

NO

a. Resetting/using postage meter

☐

YES

☒

NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)

☐

YES

☒

NO

b. Using for school bus stop

☐

YES

☒

NO

c. Assisting senior citizens, persons with disabilities. ect.

☐

YES

☒

NO

If yes, please explain:

d. Using public bulletin board

☐

YES

☒

NO

e. Other

☐

YES

☒

NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐

YES

☒

NO

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name:

Douglas C Goode

Address:

3379 Heber Springs Rd. N.

Telephone:

501-691-1003

Date:

3-2-11

Please include any additional comments below:

TRAVELING eight miles to the Post office is  
Not convenient. That is the Distance  
To the Heber Springs Post office from  
My House. Drasco is 7 miles  
Tumbling Shoals is 2½ miles  
The IDA Post office is 2 miles all  
From My House



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

- |  | Daily                               | Weekly                              | Monthly                             | Never                                 |
|--|-------------------------------------|-------------------------------------|-------------------------------------|---------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>              |
| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>              |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>              |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>              |
| e. Pick up general delivery mail   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/>   |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>              |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>              |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> Few Times/Yr |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/>   |

## Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| a. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

## Nonpostal Services

- |   |   |  |
|---|---|--|
| a. Picking up government forms - No Forms on Hand, here (such as tax forms) or at any other P.O. near here. | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop - Not Allowed  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities. ect.   | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |

If yes, please explain: my mother ~~is~~ is often too feeble to drive herself

- |                                |   |                             |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other                       | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain: Postmaster was a local Notary

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|------------------------------|--|

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input type="checkbox"/>	Shopping	
<input type="checkbox"/>	Personal needs	
<input checked="" type="checkbox"/>	Banking	Heber Springs weekly
<input type="checkbox"/>	Employment	
<input checked="" type="checkbox"/>	Social needs	Brenings where no P.O. is open anywhere

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Very Unfavorable ☐ No Opinion

Name: Owner of Fletcher's Grocery & Hardware

Address: 4345 Heber Springs Rd. N., Ida, AR 72546

Telephone: 501-362-6850

Date: 3-5-11

Please include any additional comments below: As owner of a business in Ida just south of our Post Office, I am open 7 days a week from 6am to 7pm, and many days I have no help, and rely on local customers & friends to run to the Post Office for me, which is only 1/10th of a mile from my store. I do not have the Internet nor do I want it at my business location, so I have always supported our Post Office here in Ida by mailing my bills, and correspondence out instead of doing it all on line and now you plan to stab me in the back by taking away our Post Office that I so depend on, as do a lot of people in this area. I do understand the checks & Balances of a business and I can also see a lot of misused and wasteful spending the Postal Service that would save you money if you would address them, that would prove smarter than shutting down P.O.'s

Jack Hete



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

If yes, please explain:

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name:

Bauman Lester

Address:

P.O. Box 44 Ida, Ar 72546

Telephone:

Date:

3-5-11

Please include any additional comments below:



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/>	YES <input checked="" type="checkbox"/>	NO
a. Resetting/using postage meter	<input type="checkbox"/>	YES <input checked="" type="checkbox"/>	NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/>	YES <input type="checkbox"/>	NO
b. Using for school bus stop	<input type="checkbox"/>	YES <input checked="" type="checkbox"/>	NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/>	YES <input checked="" type="checkbox"/>	NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/>	YES <input checked="" type="checkbox"/>	NO
e. Other	<input type="checkbox"/>	YES <input type="checkbox"/>	NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input checked="" type="checkbox"/>	YES	<input type="checkbox"/>	NO
-------------------------------------	-----	--------------------------	----

If yes, please explain:

Tumbling Shoals & Helen Springs



3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Conway, Little Rock, Searcy



Personal needs



Banking



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name:

Renea Payton

Address:

74 Lacy Road

Telephone:

501-206-0912

Date:

March 7, 2011

Please include any additional comments below:



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

- |  | Daily                               | Weekly                   | Monthly                             | Never                               |
|--|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

## Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| a. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

## Nonpostal Services

- |   |                              |  |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, ect. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |                              |  |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

- |                              |  |
|------------------------------|--|
| <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|------------------------------|--|

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment - Seary & Heber Springs



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name:

Ed & Hail Carl-Lee

Address:

PO Box 36, Ida la 72546

Telephone:

501-206-0048

Date:

2-26-11

Please include any additional comments below:

This would create a severe hardship on us as we are elderly & have had this PO Box for 20 yrs. To go to Heber Springs would be very inconvenient. We would not get mail delivery from Heber Springs. If we got home delivery from Drasco we wouldn't get it until very late in the evening sometimes as late as 6 or 7 in the evening. If Ida P.O. closes we would have to contact a lot of people w/a change of address.

Hail Carl-Lee

P.S. we are 4 miles from Ida P.O. &  
20 miles from Heber P.O. &  
10 miles from Drasco P.O.



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### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Running shorts, Arise, & Hager Springs Ark.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒

Shopping

☒

Personal needs

☒

Banking

☒

Employment

☐

Social needs

4. Do you currently use local businesses in the community?

☒

Yes

☐

No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐

Favorable

☒

Unfavorable

☐

No Opinion

Name:

Betty Rossman

Address:

4625 Heber Springs Rd. N Ida Av.

Telephone:

501-206-4797

Date:

2/26/11

Please include any additional comments below:



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

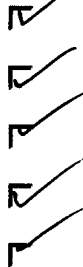
If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Personal needs

Banking

Employment

Social needs

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name:

Carrie Hooten

Address:

49 Knight Rd Lda AR 72546

Telephone:

501 206 5753

Date:

2-25-11

Please include any additional comments below:



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**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other Postal Services**

a. Entering permit mailings	<input type="checkbox"/> YES	<input type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input type="checkbox"/> NO

**Nonpostal Services**

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input type="checkbox"/> NO
------------------------------	-----------------------------

If yes, please explain:



3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- |                          |                |
|--------------------------|----------------|
| <input type="checkbox"/> | Shopping       |
| <input type="checkbox"/> | Personal needs |
| <input type="checkbox"/> | Banking        |
| <input type="checkbox"/> | Employment     |
| <input type="checkbox"/> | Social needs   |

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: EARLENE CANTON

Address: PO Box 16 Ida, AR 72546

Telephone: 501-362-6527

Date: 2-25-2011

Please include any additional comments below:

So whom it may concern,

I retired from Ida Po. as Postmaster July 30, 2009. I served the office 22 years - 2 years as PMR - 20 years as Postmaster. During that time the office grew - from a level 54 - 4 hr day - to 55 - a 6 hr. day to a Level 11 - 8 hr. day. The office was holding good when I retired. What happened - you bring in OIC's from other towns - 40 <sup>miles</sup> away, who do not know the Community and will not stay over 3 mo. They need their Postmaster to care for them and help them with their Postal needs - That explains a lot of decline. I realize the Computer Age has hurt some areas, but not so much Ida. I know the Community & they do not use this method for their needs. Ida is a Community of Retired People, Please Consider you are hurting real People who have needs that are special. You are making a lot of people very angry.



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

TUMBLING SHOALS POST OFFICE

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name: DALE W BRADLEY

Address: PO Box 65 IDA AR. 72546

Telephone: 501 362 8779

Date: 2-27-11

Please include any additional comments below:



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Pass Tumbling Shoals on way to Heber Springs

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input type="checkbox"/>	Shopping
<input type="checkbox"/>	Personal needs
<input type="checkbox"/>	Banking
<input type="checkbox"/>	Employment
<input type="checkbox"/>	Social needs

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name:

*Lane Howell*

Address:

*PO Box 95 Ida AR 72546*

Telephone:

*501-206-1307*

Date:

*2-27-11*

Please include any additional comments below:



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136781322130**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

**Postal Services**

Daily Weekly Monthly Never

a. Buying Stamps

☐☐☐☐

b. Mailing Letters

☐☐☐☐

c. Mailing Parcels

☐☐☐☐

d. Pick up Post Office box mail

☐☐☐☐

e. Pick up general delivery mail

☐☐☐☐

f. Buying money orders

☐☐☐☐

g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation

☐☐☐☐

h. Sending Express Mail

☐☐☐☐

i. Buying stamp-collecting material

☐☐☐☐**Other Postal Services**

a. Entering permit mailings

☐

YES

☐

NO

a. Resetting/using postage meter

☐

YES

☐

NO

**Nonpostal Services**a. Picking up government forms  
(such as tax forms)☐

YES

☐

NO

b. Using for school bus stop

☐

YES

☐

NO

c. Assisting senior citizens, persons with disabilities, ect.

☐

YES

☐

NO

If yes, please explain:

---

d. Using public bulletin board

☐

YES

☐

NO

e. Other

☐

YES

☐

NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐

YES

☐

NO

If yes, please explain:

---

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input type="checkbox"/>	Shopping
<input type="checkbox"/>	Personal needs
<input type="checkbox"/>	Banking
<input type="checkbox"/>	Employment
<input type="checkbox"/>	Social needs

4. Do you currently use local businesses in the community?

☐ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Dolores Ashberry

Address: 3625 Heber Springs Rd. N, IDA, AR 72546

Telephone: 501-362-6763

Date: 8/28/11

Please include any additional comments below:

I am ~~very~~ opposed to the closing of our local post office. It is an inconvenience to go to Heber Springs for anything. I have never found that office to be pleasant or helpful or courteous. Many people living in rural areas find it is a hardship to travel to Heber Springs for anything.



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Sometimes; depending where I'm going



3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒

Shopping

Various towns

☐

Personal needs

☒

Banking

☐

Employment

☐

Social needs

4. Do you currently use local businesses in the community?

☒

Yes

☐

No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐

Favorable

☒

Unfavorable

☐

No Opinion

Name: Allen & Norma Hendrix

Address: 44 Laeg Rd. Ida, AR 72546

Telephone: 501-206-0448

Date: 2/26/2011

Please include any additional comments below:

Even though we do usually pass another post office enroute to Heber Springs, Batesville, Searcy or LR, we cannot schedule other business to coincide with when the post office is open. It would be a great inconvenience as well as a security concern to do all postal business from our rural box & wait for the second day for the transaction to be complete.

It would also be a financial hardship for many people to lose our post office with the skyrocketing gasoline prices. Our sincere hope is that the Ida post office will remain a part of our community as it has for the past 200 years.



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☒ YES ☐ NO

If yes, please explain:

95 y/o male w/ disabilities

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

*Rarely as I/O  
I am w/ disabilities & stay home!*

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name:

*Elmer Reed*

Address:

*4890 A/S Rd N Ida, AR 72546*

Telephone:

Date:

*2-27-11*

Please include any additional comments below:

*The Ida community needs this PO  
due to the number of elderly people  
who use the services & convenience the  
Ida PO provides.*



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities. ect. ☒ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name: HAROLDENE & MAXINE LACY

Address: 3819 W.S. Rd N. (PO Box 71) IDA ARK 72546

Telephone: 501-362-6295

Date: 2-28-2011

Please include any additional comments below:



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**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

**Postal Services**

Daily Weekly Monthly Never

- a. Buying Stamps ☐ ☐ ☒ ☐
- b. Mailing Letters ☐ ☒ ☐ ☐
- c. Mailing Parcels ☐ ☐ ☐ ☒
- d. Pick up Post Office box mail ☒ ☐ ☐ ☐
- e. Pick up general delivery mail ☒ ☐ ☐ ☐
- f. Buying money orders ☒ ☐ ☒ ☐
- g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation ☐ ☐ ☒ ☐
- h. Sending Express Mail ☐ ☐ ☐ ☒
- i. Buying stamp-collecting material ☐ ☐ ☐ ☒

**Other Postal Services**

- a. Entering permit mailings
- a. Resetting/using postage meter

☐ YES ☒ NO

☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms)
- b. Using for school bus stop
- c. Assisting senior citizens, persons with disabilities, ect.

☐ YES ☒ NO

☐ YES ☒ NO

☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board
- e. Other

☒ YES ☐ NO

☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name:

Weldon and Shirley Sauterland

Address:

205 Long Rd Ida, Mo 62546

Telephone:

501-362-2813

Date:

2/28/11

Please include any additional comments below:



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035**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

**Nonpostal Services**

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

---

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

---

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
------------------------------	--

If yes, please explain:

---



3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input type="checkbox"/>	Shopping
<input checked="" type="checkbox"/>	Personal needs
<input type="checkbox"/>	Banking
<input type="checkbox"/>	Employment
<input type="checkbox"/>	Social needs

4. Do you currently use local businesses in the community?

☐ Yes ☒ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: LORA N. GILPIN

Address: 4950 Heber Springs Rd. N Ida, AR 72546

Telephone: 501 - 362-3677

Date: 2-28-11

Please include any additional comments below:



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### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input type="checkbox"/> NO

#### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain: We are a Close knit community and all help each other, 90% of Ida is retired and we need our office

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

Last Animals - Community Projects ect...

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input type="checkbox"/> NO
------------------------------	-----------------------------

If yes, please explain:

When I do my banking, I pass Weber Sps office but I do not stop. Ida does not have a bank, Poor Service, Unfriendly Clerks at Weber Springs office

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input type="checkbox"/>	Shopping
<input type="checkbox"/>	Personal needs
<input type="checkbox"/>	Banking
<input type="checkbox"/>	Employment
<input type="checkbox"/>	Social needs

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: NOLAN CANNON

Address: 3749 Heber Spgs Rd N IDA, AR 72546

Telephone: 501-691-0796

Date: 2-26-2011

Please include any additional comments below:

Some of your questions I did not answer, due to the fact, I use my Ida Post office for all my personal mailing needs. If the Workload has declined it is your fault for not putting in a Postmaster who cares for the Community & the people. When you put in OIC's that live 25 to 50 miles away. How can they care about our office or people. You have created this problem by not giving Postal Service the way it was originally meant to be. When the Post office was established, you have created jobs for people with big salaries that did nothing for the Postal Service except kill it.



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### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO ?
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping
<input type="checkbox"/>	Personal needs
<input checked="" type="checkbox"/>	Banking
<input type="checkbox"/>	Employment
<input type="checkbox"/>	Social needs

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Dorothy R. Fletcher

Address: P.O. Box 74 - 4395 Heber Spr. Rd.

Telephone: 501-362-2843

Date: 2-26-11

Please include any additional comments below:



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

*It depends where I go.*

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping H. Springs OR DRASCO



Personal needs \_\_\_\_\_



Banking H. SPRINGS



Employment Ret.



Social needs \_\_\_\_\_

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name: LARRY REED

Address: 4804 H.S. Rd. N. IDA ARK 72546

Telephone: 501-362-6049

Date: 2-25-11

Please include any additional comments below:

I use the Ida P.O. when I need to & I do not want to have to go elsewhere. I buy Money Orders there & I don't like the idea of buying them from the carrier. That would be a lot of extra trouble to me & the carrier also. I live 1 mile from the P.O. & that makes it easy for me. The people of Ida want our Post Office.  
LR



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------

If yes, please explain:

Tumbling Shoals Post Office



3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒

Shopping

☒

Personal needs

☒

Banking

☒

Employment

☒

Social needs

4. Do you currently use local businesses in the community?

☒

Yes

☐

No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐

Favorable

☒

Unfavorable

☐

No Opinion

Name:

Nicole Pastern

Address:

Telephone:

Date:

2-28-11

Please include any additional comments below:



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/> to	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input type="checkbox"/>	Shopping
<input checked="" type="checkbox"/>	Personal needs
<input checked="" type="checkbox"/> (but NOT Daily)	Banking
<input checked="" type="checkbox"/>	Employment
<input type="checkbox"/>	Social needs

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Jack Fletcher - Fletcher's Grocery

Address: 4345 Heber Spgs. Rd, Ida, Ar

Telephone: 501-362-6850

Date: 2-28-11

Please include any additional comments below:

I don't believe these small rural P.O.'s account for very much of the overall budget of the Postal Service. If it's not much of the budget, there won't be much savings.

You need to look elsewhere for your budget cuts.



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

- |  | Daily                    | Weekly                              | Monthly                             | Never                               |
|--|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

## Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| a. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

## Nonpostal Services

- |   |                              |  |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities. ect. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |                              |  |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES | <input type="checkbox"/> NO            |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

*Sometimes, however, one cannot easily coordinate doctors' appointments, shopping etc. with post office hours.*

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name: Wayne & Rachel Moore

Address: 4125 Heber Springs Rd. N. Ida, AR. 72546

Telephone: 501-362-2847

Date: 3-1-11

Please include any additional comments below:

My husband & I feel very strongly that Ida Post Office should not be closed. As senior citizens, it would be a real inconvenience to have to travel to Heber Springs for post office business. It would also be expensive as the cost of fuel increases. To use the rural box for packages etc would be very difficult & the mail, postage money, the packages themselves etc would not be secure as anyone passing could take them. I don't claim to understand budgetary matters but it doesn't even seem cost effective as rural carriers would have to be added etc. We strongly oppose closing this post office.



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	Hehn Springs
<input checked="" type="checkbox"/>	Personal needs	Hehn Springs
<input checked="" type="checkbox"/>	Banking	Hehn Springs
<input type="checkbox"/>	Employment	Retired
<input type="checkbox"/>	Social needs	

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Henry Warren

Address: 4560 Hehn Springs Rd. NO. Ida Arkansas

Telephone: 501-362-4339

Date: 2-28-11

Please include any additional comments below:



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities. ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:



3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	<u>Heber Springs</u>
<input checked="" type="checkbox"/>	Personal needs	<u>Heber Springs</u>
<input checked="" type="checkbox"/>	Banking	<u>Heber Springs</u>
<input type="checkbox"/>	Employment	<u>Retired</u>
<input type="checkbox"/>	Social needs	

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: GLENN WARREN

Address: 4550 HEBER SPRINGS Rd. No.

Telephone: 501-362-5143

Date: 2-28-11

Please include any additional comments below:

I HAVE BEEN A RESIDENT OF IDA FOR THE LAST 67 YEARS (DECEASED PARENT 86 YEARS). WE HAVE USED THE IDA POST OFFICE FOR OUR POSTAL NEEDS, HAVING TO TRAVEL TO HEBER SPRINGS FOR POSTAL NEEDS WOULD ADD MORE MONTHLY EXPENSES. I PERSONALLY BELIEVE THE LOSS OF OPERATING REVENUE FOR THE US POSTAL SERVICE IS NOT THE OPERATING EXPENSES OF SMALL POST OFFICES BUT THE NEED TO FUND RETIRES HEALTH CARE FUNDS, THAT IS NOT SUSTAINABLE.



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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

If yes, please explain:

☒ YES ☐ NO

go to Batesville AL every day

We do enjoy the Post Office  
is good for our business, THANK YOU  
P.O. 68

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input type="checkbox"/>	Shopping
<input type="checkbox"/>	Personal needs
<input checked="" type="checkbox"/>	Banking
<input checked="" type="checkbox"/>	Employment
<input type="checkbox"/>	Social needs

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name:

Robert + Kim Kel

Address:

P.O. 68 Ida AR 72546

Telephone:

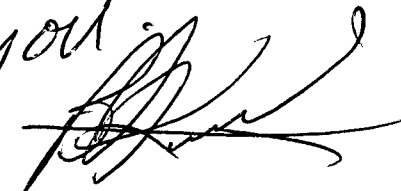
(501-387-6041 cell) (work 870-698-1018)

Date:

2-28-11

Please include any additional comments below:

you may call me at any time,  
of the day. We in Ida need  
the post office,

Thank you  




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## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

## Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

## Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Drasco on way to work

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping
<input checked="" type="checkbox"/>	Personal needs
<input checked="" type="checkbox"/>	Banking
<input checked="" type="checkbox"/>	Employment
<input type="checkbox"/>	Social needs

4. Do you currently use local businesses in the community?

☒ Yes ☐ No

5. What is your opinion of the possible discontinuance of the IDA Post Office?

☐ Favorable ☒ Unfavorable ☐ No Opinion

Name: Marilyn Poe

Address: Box IDA AR 72546

Telephone: 887 6955

Date: 3-2-11

Please include any additional comments below:



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities. ect.	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<u>My mother is 79 yrs. of age. I am a disabled veteran and walking across the street is easier than traveling to other post offices.</u>	
e. Other	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

Sometimes medicine necessary to keep me alive arrives and I pick up and sign for it.

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I hardly ever leave my property due to medical conditions. But I can go to the post office in Ida, just across the street.

3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping Heber Springs, but not often.



Personal needs VA hospitals in North Little Rock and Little Rock



Banking Heber Springs monthly.



Employment



Social needs Friend from high school take me out to eat 3 Saturdays each month.

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name: Wendilyn M. Fletcher

Address: 4401 Heber Springs Rd. N., Ida, AR 72546

Telephone: (501) 362-8665

Date: 3-10-11

Please include any additional comments below:

Please, do not take the services away from my community that the Ida Post Office provides. It means so much more to me to be able to pick up medicine, communicate with friends half-way around the world, fax important documents, etc. I have conditions which limit my mobility already. Closing it may put too much of a limitation on me; I can't travel 4 miles to other post offices most of the time. I served my nation, please allow this post office to serve me now while I am in need of it.



## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the IDA Post Office for each of the following:

### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO

If yes, please explain:

Assisting My Elderly Mother-in-law & Friends, Postmaster knows it's OK to give me their mail

d. Using public bulletin board	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
e. Other	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO

If yes, please explain:

Our Permanent Postmaster was a Notary, close by & there everyday M-F

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I do but I have to be at work at 8<sup>05</sup> and if it's not open then my Post Office in Ida is open at 7:30 and no waiting.

I hate using the Post Office in Heber-Springs at my lunch hr, I only have an hour to do my banking, eat lunch and when I go to the Post Office there's always 20 people or so waiting in line I often have to leave cause I'm running out of time and have to return to work, and Heber's Office closes at 4:30 I don't get off work till 5pm. That's a problem.



3. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

Once a month



Personal needs

Most of my shopping is done in Ida



Banking

at my lunch in Heber Springs



Employment

8-5 in Heber Springs



Social needs

Evenings mostly

4. Do you currently use local businesses in the community?



Yes



No

5. What is your opinion of the possible discontinuance of the IDA Post Office?



Favorable



Unfavorable



No Opinion

Name:

Linda Fletcher

Address:

4489 Heber Springs Rd. N., PO Box 64, Ida AR

Telephone:

501-250-5350

Date:

3-4-11

Please include any additional comments below:

Please stop for a minute and imagine yourself with no Post Office in your town and you having to do everything through your carrier at your mailbox as suggested and described on the back of the letter you mailed out to ~~the~~ the people of Ida. Now would you be happy about that? Most of the people here in Ida do not have high speed Internet and do not pay bills online but you are forcing us to do so. I take all my packages to the Post Office because I like to deal with a person but UPS can pickup my packages at our local Grocery store who is always open for it's customers daily. Please think about how this will change things in our Community if you close our Post Office. Why would the customers at our local store, which my Husband & I own, buy things from us when they have to go to Heber Springs to the Post Office, they will go to Walmart while they are there, and you will be killing our business forcing us to close down. When a Post Office leaves a community everything else has to leave before long. Please stop the closing of our Post Office. Do the right thing for the people. Linda Fletcher

## Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the IDA Post Office on 02/24/2011. Additionally, during the survey period, questionnaires were available at the IDA Post Office to walk-in retail customers.

### 1. Number of Questionnaires

Total questionnaires distributed	53
Favorable to proposal	4
Unfavorable to proposal	4
Expressing no opinion	38
Total questionnaires received	46

### Postal Concerns

The following postal concerns were expressed

1. Concern (UnFavorable):  
Customers expressed concern for loss of community identity  
Response:  
You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
2. Concern (UnFavorable):  
Customers felt the level of service was decreasing  
Response:  
You expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
3. Concern (UnFavorable):  
Customers were concerned about having to travel to another post office for service  
Response:  
You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
4. Concern (UnFavorable):  
Customers were concerned about mail security  
Response:  
You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
5. Concern (UnFavorable):  
Customers were concerned about senior citizens  
Response:  
You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

### Nonpostal Concerns

The following nonpostal concerns were expressed

[illegible]

# Ida AR 72546 Public Meeting

Thursday, March 10, 2011; 5:30 - 6:30 pm

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NAME	ADDRESS
Barbara Dawson	3650 Mtn. View Rd Mtn. View, AR 72560
Ang. Wilson	9940 Heber Springs Rd. Concord AR 72523
Lean Well	2094 Dry Mt. Rd. Drasco Ark 72530
Elmer Reed	4290 Heber Spgs Rd 71. Ida 72546
Linda Fletcher	PO Box 64, Ida, AR 72546
Jack Flitt	4345 Heber Spgs Rd, Ida, Ar 72546
Louis Short	PO Box 696 Heber Springs 72543
Rathleen Phillips	PO Box 42, Ida AR 72546
Maevie Lacy	199 Kneight Rd. Ida Ar. 72546
<del>Kathleen Lacy</del>	<del>599 Pangburn Road, Heber Springs, AR, 72543</del>
Heather Smokedand	P.O. Box 13 Ida AR 72546
Josh Johnston	970 Lone STAR Rd Rose Bud 72137
Charlotte Lacy	P.O Box 92, Ida AR 72546
Ed Lacy	4100 H.S. Rd N Ida, AR 72546
Norsha Lacy	4100 H.S. Rd N Ida AR 72546

# Ida AR 72546 Public Meeting

Thursday, March 10, 2011; 5:30 - 6:30 pm

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NAME	ADDRESS
Robyn Hoffman ADG Three Rivers	P.O. Box 337 Quitman, AR 72131
Shirley Southland	205 Lacy Rd Ida, AR 72546
Travis Chubb	75 Dill Rd. Drasco, AR 72540
Wildred Lanthorn	205 Lacy Road 72546
Freddie Oyle	P.O. Box 6 IDA, AR 72546
Matt Lewis	835 Centar Ridge Road, Drasco AR 72530
Erma Lee Hackley	99 Wally St IDA
Geralt Baskley	190 Holly St IDA
Bilb Murren	2309 D Drasco 72530
Nolan Cannon	3749 H, S, R, N, Ida, AR 72530
Jerry Davis	113 Greenbriar Ln HS 72534
Sey Lacy	4704 HS Road n Ida
Wayne Moore	4125 H.S. Rd. N. IDA ARK. 72546
Zeel Lacy	4134 H.S. Rd N. Ida Ar. 72546
Barbara Lacy	4134 H.S. Rd N F D 2 <sup>Ark</sup> 72546

Ida AR 72546 Public Meeting

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Thursday, March 10, 2011; 5:30 - 6:30 pm

NAME	ADDRESS
Allen Zending	44 LACY RD IDA, AR 72546
Mapine Byrd	4604 H.S. Rd N IDA. Ar 72546
Allen Warren	4550 H.S. Rd. N IDA AR 72546
Barbara Warren	4550 H.S. Rd. N. Ida, Ar. 72546
Rachel Moore	4125. H.S. Rd. N. Ida. Ar. 72546
Shelma Roberts	2674 Dr. 7114. Rd. Drasco 72530
J.R. Roberts	2674 Dr. 7114. Rd. Drasco 72530
Marilyn Pao	Box 5 - IDA AR 72546
Ruth Hertwick	3972 Hwy 89 Rd - N. Tumbling Shoals Ar 72587
Paul Hertwick	3972 Hwy 89 Rd - N. Tumbling Shoals Ar 72587 P.O. Box 71
Marvne Lacy	3819 Heber Springs Rd, Ida, AR 72546
Patricia Lacy	4274 H.S. Rd. N P.O. Box 86 Ida, AR 72546
Linda Warren	124 Willie Lane Drasco, Ar 72530
Marsha Perry	275 Perry Drive Heber Springs, AR 72543
Jin Perry	275 Perry Drive Heber Springs, Ar. 72543

## Ida AR 72546 Public Meeting

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Thursday, March 10, 2011; 5:30 - 6:30 pm

NAME	ADDRESS
KYLE Brown	900 RICHWOOD MT DRASCO, AR 72530
Sonny W. Kennedy	1225 Center Ridge RD. DRASCO AR. 72530
Vernon Altom	P.O. Box 85 Ida, AR 72546
Nita Altom	P.O. Box 85 Ida, AR 72546
Kristen Taylor	1225 Center Ridge Rd Masco, AR 72530
Dennis Ezell	4627 Heber Springs Rd. N. Ida, AR 72546
Webbie Neighbors	P.O. Box 21 Ida, Ar. 72546
Brandy Gallegly	P.O. Box 67, Ida, AR 72546
Dinah Stoll	PO Box 32 Ida AR 72546
Aaron Fletcher	4489 Heber Springs Rd N Ida, AR 72546
William Butler	P.O. Box 66 IDA AR 72546
Jo Baggett	4435 Heber Springs Road No. Ida, AR 72546
Steve Cannon	5944 Heber Springs Rd N Ida, AR 72546
Edward Lacy	599 Pangburn Road Heber Springs, AR 72543
<del>Kate Lacy</del>	<del>599 Pangburn Rd Heber Springs, AR 72543</del>

Ida AR 72546 Public Meeting

DOCKET NO.

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ITEM NO.

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Thursday, March 10, 2011; 5:30 - 6:30 pm

PAGE

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NAME	ADDRESS
Fully Land	PO Box 56 Ida, AR 72546
Shelia Canard	PO Box 56 Ida, Ar. 72546
<del>Thane Jenkins</del>	4999 Heber Springs Rd N Drasco Ar 72530
Gail Carl-Lee	P.O. Box 36, Ida Ar 72546
Cam'ren Strain	PO Box 36 Ida Ar 72546
Ed Cobble	PO Box 36 Ida Ar 72546
Mary Jane Goode	3379 Heber Springs Rd N, Ida
Dolores Ashbery	3625 Heber Springs Rd N IDA
James & Susan Prestey	74 Center Ridge Rd Ida AR 72546
Margaret Inadaway	356 Center Ridge Rd Drasco Ar 72530
Johnny Greenway	356 Center Ridge Rd Drasco Ar 72530
Charles McClain	3430 N.S. Rd. N. Ida, Ar. 72546
Linda McClain	3430 N.S. Rd. N. Ida, Ar. 72546
Jack Bradley	4684 HEBER SPRINGS RD IDA AR.
Eugene Langston	Box 5 IDA



**Ida AR 72546 Public Meeting**

ITEM NO.

1367813

24

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Thursday, March 10, 2011; 5:30 - 6:30 pm

[illegible]

## Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

### Postal Concerns

1. Concern (UnFavorable):  
Customers questioned the economic savings of the proposed discontinuance  
Response:  
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
2. Concern (UnFavorable):  
Customers were concerned about a change of address  
Response:  
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
3. Concern (UnFavorable):  
Customers were concerned about loss of employment in the community  
Response:  
You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
4. Concern (UnFavorable):  
Customers were concerned about later delivery of mail  
Response:  
You expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.
5. Concern (UnFavorable):  
Customers were concerned about having to travel to another post office for service  
Response:  
You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
6. Concern (UnFavorable):  
Customers felt the loss of a post office would have a detrimental effect on the business community  
Response:  
You expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

### Nonpostal Concerns



---

03/15/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Pleasant Ridge Baptist Church on 03/10/2011 from 5:30 to 7:00 to answer questions and provide information about our service.

If you have any questions, you may contact Jackie Stubitsch at (501) 228-4171.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Merritt", with a stylized flourish at the end.

MARK MERRITT  
Manager, Post Office Operations

MARK PRYOR  
ARKANSAS  
COMMITTEES  
APPROPRIATIONS  
COMMERCE, SCIENCE AND  
TRANSPORTATION  
HOMELAND SECURITY AND  
GOVERNMENTAL AFFAIRS  
SMALL BUSINESS AND  
ENTREPRENEURSHIP  
RULES AND ADMINISTRATION  
SELECT COMMITTEE ON ETHICS

DOCKET NO.  
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1367813  
27  
1

## United States Senate

WASHINGTON, DC 20510

March 16, 2011

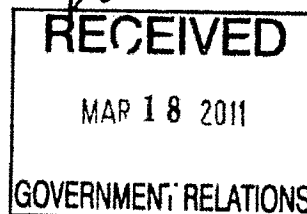
255 DIRKSEN SENATE OFFICE BUILDING  
WASHINGTON, DC 20510  
(202) 224-2353

500 PRESIDENT CLINTON AVENUE  
SUITE 401  
LITTLE ROCK, AR 72201  
(501) 324-8336  
TOLL FREE (877) 259-8602  
<http://pryor.senate.gov>

CC: RW  
CP

mm

Mr. Patrick R. Donahoe  
Postmaster General  
United States Postal Service  
475 L'Enfant Plaza, S.W.  
Room 10804  
Washington, DC 20260-3500



Dear Mr. Donahoe:

I write to express my concern over the lack of communication and outreach to local communities by the United States Postal Service (USPS) to determine post offices' consolidation and closures.

Clearly, the USPS faces a significant challenge in balancing fiscal viability while maintaining a high service standard. However, elected officials and constituents throughout the State of Arkansas have repeatedly noted a lack of transparency from the USPS regarding both the criteria for closure and notification of the public comment period. Significant steps must be taken to improve the outreach process and ensure that the people of Arkansas are given every opportunity to provide input in USPS' consolidation and closure proposals that affect their communities.

In an effort to provide the most up-to-date information to my constituents, I ask that you provide detailed responses to the following questions by Wednesday, March 23, 2011:

1. How does USPS notify community leaders and citizens of consolidation or closure proposals?
2. How much notice is given when a community meeting has been scheduled to discuss consolidation or closing?
3. What are the criteria that would make a post office eligible for consolidation or closure?
4. Is this criteria applied consistently throughout the United States?
5. How does USPS calculate the profitability for a post office, and how do the profits of Arkansas post offices compare with similarly situated post offices in the region and nationally?
6. What are the proposed savings from consolidation or closure of post offices in Arkansas?

Thank you for your attention to this very important matter. If you have any questions, please do not hesitate to contact my staff member Jason Bockenstedt at (202) 224-6662. I look forward to your timely response.

Sincerely,

A handwritten signature in black ink that reads "Mark Pryor". The signature is stylized with a large, sweeping "M" and a cursive "Pryor".

Mark Pryor  
United States Senator

1367813272

RECEIVED

*Ida Post office*  
*Ida, Ar. 72546*

2011 MAR 22 A 11:32

POSTAL REGULATORY COMMISSION  
 901 NEW YORK AVENUE NW SUITE 200  
 WASHINGTON, DC 20268-0001

A2011-11

The Postal Service's decision to close our post office and provide rural delivery service raises questions concerning the sanctity of the mail and the risks involved in the handling of mail by non-career employees. We also foresee inconveniences in purchasing money orders and stamps, and sending accountable mail. We have the same concerns regarding the receipt of accountable mail, such as certified letters, registered letters and CODs.

The Postal Service's decision to consolidate our post office with another post office is being done over our objections. This will mean the loss of our identity as a community. We will not have a postmaster to whom we can take our problems, complaints and compliments. We will be directed to a distant postmaster in the home office of our station.

We cannot see any savings to the Postal Service under this arrangement. The clerk in charge of the station will be earning as much as our postmaster and, more than likely, will not be a resident of our community.

We feel that, as citizens of the United States, we are entitled to the same efficient postal service provided to our counterparts in urban areas. The Postal Reorganization Act is explicit in pointing this out. We petition you, as members of the Postal Regulatory Commission, to respectfully consider our protest and order the Postal Service to give additional considerations to our service needs.

Respectfully,

*Nelene Earlene Cannon*  
*3749 Weber Spgs Rd N*  
*P.O. Box 16*  
*Ida Ar 72546*

*We have had our town meeting with Postal officials March 10<sup>th</sup> concerning our post office at Ida. We felt the officials that con to our community were of no help to us and failed to see our needs, they failed to answer our questions, and the things they suggested would be just as good as our Post office, would only put a greater burden on the people and more expense and time to travel to another community to do postal business. Our meeting was scheduled 5:30-7:00 PM. at 6:30 - Patti Robinson (speaker for Postal Service) said it was time.*  
*(1100)*

to Close and left approximately 100 people from the Ida Community. Wanting to ask questions, we did not appreciate them leaving when we had time left. She is not helping people at all. We realize their needs to be changes in the postal service, but if the small offices use only 7% or 1% of the total postal budget, why do you not concentrate on the 99%. Rural America provides the food you eat and the clothes you wear. (Cotton) The people in our community raise beef and poultry. The ones that have retired did the same before us. We need our post office in our community to do our postal business. We that work don't have time to drive miles to do our postal business in another town. The ones that are retired are not well enough physically or financially able to go very far. What is this going to do to our communities that depend on our post office. The Postal Reorganization Act of 1970 says we do not have to be self sustaining to have a post office in our community. In the process of your closing rural offices, you are killing rural communities, our identity, and our lively hood. Please remember we are real people with real needs — not numbers. Please let us keep our Ida Post office!

Respectfully,  
Nelson & Family



5904 Richmond Hwy., Suite 500, Alexandria VA 22303-1864  
703.329.4550 Fax 703.329.0466 [www.postmasters.org](http://www.postmasters.org)

## Postal Service Facts, Not Myths

Myths about the Postal Service fly fast and far these days. Some of these myths make it into print and can morph from pure myth to perceived reality. For instance, you may have heard that there are 36,000 post offices in the United States, which are more retail outlets than Walmart, Starbucks and McDonald's combined. In addition, many of these post offices are labeled as "money losers." These statements, made more to shock than to inform, are not accurate. Let's look at the facts.

First, a post office much more than a retail outlet. While post offices have some retail function, usually they are the final distribution point out of which the Postal Service's carrier force operates, and most Postmasters spend most of their time managing carriers, not retail employees. Thus, one can't completely close down the delivery functions of a post office without modifying the delivery system—unless you want the delivery system to grind to a halt. Many of the postal critics don't take this into account when they talk about how much post offices "cost" and push for closing more post offices.

Second, there are not 36,000 post offices but 27,000 and many of those are in rural areas. With 3,537,438 square miles in the United States to cover, that is one distribution point for every 131 square miles in the U.S. Is that really excessive?

Third, some have said that 80 percent of post offices lose money. Even if it were right (and it's not), the figure doesn't mean anything. That is because the revenue generated from the largest part of our mail, commercial mail, is credited to the post office where the mail is entered and not to the post office whose carriers end up delivering that mail. That's right, under USPS' cost accounting system, all of the final costs of delivering the mail in a post office's area are included in the costs of the delivering post office—but none of the associated revenue is allocated to that post office.

Of course, the delivery post office loses money. How could it not, when it bears all the final delivery costs but gets none of the associated income?

Oh, that 80 percent figure? It's understated. As the Postal Service recently told the Postal Regulatory Commission, 92.5 percent of post offices lose money.

Only 2,205 post offices are "profitable" and those 2,205 just happen to have the income of some big mailer credited there—even though the cost of delivering that mail is shared by post offices across the country. If you want to make more post offices profitable, just change the cost accounting system so that revenues are properly allocated to post offices.

Now I need make an important distinction. What I just described applies to our nation's cities and suburbs. Rural areas are different. There, small post offices do exist that have few carriers and little revenue. These post offices—the smallest 10,000 post offices—by any cost accounting system often are not "profitable." However, together, these post offices cost less than 1 percent of the Postal Service's budget, and, therefore have no effect on 99 percent of the Postal Service's finances. They are, however, a critical part of the delivery system that allows us to deliver to every rural household every day.

Moreover, their role is much different than a post office in an urban or suburban environment. In addition to their postal function, they play other critical roles in their rural community, including acting as the face of the federal government, functioning as a community center, cashing checks and issuing money orders, and serving as the focal point for that community's identity. Congress has made it somewhat harder to close these small post offices, but that is the way it should be for once a small rural town loses its post office, that town often shrivels up and dies. Their cost to the Postal Service is negligible, and the benefit to the Americans they serve is priceless.

We cannot put rural America and universal service in jeopardy with so little to gain and so much to lose without knowing the facts. The small rural town has as much right to a constitutionally authorized post office as does urban America.

Decisions about the Postal Service need to be based on fact, not myth.

Mark Strong, President,  
National League of  
Postmasters, and also the  
Postmaster of Sun City AZ.

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1367813275

David Camp, District Manager  
Customer Service and Sales  
United States Postal Service  
420 Natural Resources Dr.  
Little Rock, AR 72205-9651

Dear Sir:

We, the citizens and customers of the Ida Post Office hereby protest any change in the present status of our post office.

It is our desire to retain our post office at its present status - a United States post office operated by a postmaster and career postal employees.

"We have many concerns, among them the sanctity of the mail and inconvenience your proposal presents to us in delivering and sending the mail, particularly accountable mail. We are especially concerned over what effect your proposed action would have regarding the purchase of postal money orders. We are also well aware of the documented abuses possible through a contract mail station.

The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not financially self-sustaining.

We do not feel your proposals meet these criteria.

Sincerely,

Committee to Save Our Post Office and Customers of the Ida Post Office:

Walter Cannon  
Barbara Cannon  
Jack Fletcher  
Linda Fletcher  
James L. Hendrix  
Allen L. Hendrix  
Gay King  
Charlotte Laay



Harold Dan Lacy } 3819  
Maxine Lacy } 381  
Earl Lacy } 427  
Edric Lacy } 501  
Shirley Lacy } 205  
Walter Lacy } 205

~~A Public Meeting was given and  
be held Thursday ~~May~~ March 18<sup>th</sup> 2011  
from 5.30 - 7.00 pm. at Pleasant Ridge  
General Baptist Church in Ida, on Hwy  
25. We are requesting your presence  
if its possible~~

We have collected over <sup>353</sup>~~200~~ signatures protesting this proposal.

The Public Meeting has already been, we were very disturbed by what the speaker - Patti Robinson - presented, you need to send people out that can talk to the community - that did not happen here, with what 9/10. h.c.c.

Petition

We, citizens of Ida, Arkansas and the community of, respectfully request the U.S. Post Office in our community, postal code 72546, remain open. The closing of this postal location would put a hardship on our rural community and businesses, making extra expense and time to travel to another location, as well as the delay of receiving our daily mail delivery.

This Post Office has been serving our community since May 21, 1891, is self-sufficient, and serves hundreds of citizens. We, the undersigned, oppose the closing of the Ida Post Office, in Ida, Arkansas 72546, which we use on a regular basis.

NameAddressPhoneDate

Larry Reel Ida

[Signature] Ida

Betty Kunkel Ida

[Signature] Drasco

John M. Stoll

Raymond Sartin

[Signature]

Tommy Hinkle

[Signature] Ida

Jarvis Kunkel IDA

Barbara Dawson Man View

Hyd [Signature] 5134 Dry Run Rd  
Drasco, Ar 72530

## Petition

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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
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Rickey Whitman	18'		
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Erin Lavelle	24		
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William B. B. B.	P.O.		
------------------	------	--	--

Rickie Lawson	B.		
---------------	----	--	--

2- Wendell & Betty Buzel

Natasha Barger	89 B		
----------------	------	--	--

Ronnie B. B.	2525		
--------------	------	--	--

Signed  
last where

Nelson L. L.			
--------------	--	--	--

Lola M. L.			
------------	--	--	--

Pale Southern			
---------------	--	--	--

Melinda Lawrence			
------------------	--	--	--

## Petition

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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
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Terry Castleberry	4		
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ANGEL Wilson	99		
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Daniel Bower	1		
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Donnie Bower			
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Dolores Ashbery			
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Sharon Adco			
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Terry Mui			
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Carolyn Mosier			
----------------	--	--	--

Idola Riley			
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Roy Riley			
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Evelyn Pierce			
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Kaselia Riley			
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6

Petition

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NameAddressPhoneDate

Carl Wilson 990

2/27/11

Don Henry 35

22

Jerald Webb

5393

Jimie W. Moore

Marty Russell 106

Beverly Smith 106

Terry Gentry

Mark B. B.

20-11

Dancee Taylor 65960

Jack Fletcher 44

M. S. Rana 2785

Adam Harkley 1

Petition - Copy

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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
PAMELA Holcomb	Ida, Ark. 72546		
Linda McClain			1
Charles McClain			1
Paul Hartwick			3
Beth Hartwick			3
Nolan Cannon			1
Gardene Cannon			13-71
Tatiana Altom			
Daren Altom			
Falk Land			
Shelia Cannon			107
Edith Doss			546

Petition

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NameAddressPhoneDate2-25-71Marilyn PaeGeorge DavisCecil RobertsonLois G. Robertson 383Debbie NeighborsPatricia PackleyCarrie Hooten 49Mike Hooten 49Cuelyn SutherlandJames Sutherland 11Janet Carroll 99 LacRoy Carroll 99 LacShirley SutherlandWillard Sutherland

P

1/6/71

21

D

12

Petition

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NameAddressPhoneDate

Phillip Langford  
Michael Webb 2.

DAREK TATUM 3450D

Jeremy Heigle 10.

Sharon Foster 35

Linda Russell

Eugene Lang

Sharon Lawrence

David Jones

Cassandra

Melvin Farris

Jack Huff

11

1-23-11

1-23-11

11

2-3-11

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Petition

We, citizens of Ida, Arkansas and the community of, respectfully request the U.S. Post Office in our community, postal code 72546, remain open. The closing of this postal location would put a hardship on our rural community and businesses, making extra expense and time to travel to another location, as well as the delay of receiving our daily mail delivery.

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NameAddressPhoneDate

Jennifer Bofford 10

Jim Lacy 0

Russell Helm 500

Paul J. Biddle

Madeline Byrd

Norman Black

Jason Bozay 10

Brian O'Kelley 1

Kathleen Phillips

Todd Maples

James Southernland

Austin Sany

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Petition

We, citizens of Ida, Arkansas and the community of, respectfully request the U.S. Post Office in our community, postal code 72546, remain open. The closing of this postal location would put a hardship on our rural community and businesses, making extra expense and time to travel to another location, as well as the delay of receiving our daily mail delivery.

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NameAddressPhoneDate

[Signature] 23

Deel Lacy 41

Ron Armstrong

[Signature]

Allen J. Lacy

Thomas J. Lacy

James E. Lacy

Carey A. Lacy 2

Marie Lacy 1

Sam L. Lacy 157

Barrell Gordon

8

12-11

Petition

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NameAddressPhoneDate , /Peppers & ShillerDONALD SOUTHERLANDROBERT POLLOCKTRUDY STAIRGerardine AllenJudy BurrDiane GuessJeanette RichardsDarryl Hunter 2Ann Johnson 26Courtney CarrollBurney Cullum43<sup>2</sup>/<sub>2</sub>2<sup>4</sup>/<sub>25</sub>

D

Petition

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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
Laura D. Higley	7		
Merle D. Smith	3		
Don Smith	374		
Todd Smith	10		
Connie Smith	15		
Lois Rickman			30
Edith Dally			46
Jeanie Johnson			
Larry Johnson			
Brandi J. Rae			46
Brian K. Sum			46
Elisae J. Ruck			46

Petition

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NameAddressPhoneDate

Robin Yates 40601

James Lee 406

Jerline Hight 27

Jennie Hight 1945

Jennifer Vinson 61

Paul Carl Lee 1

Ed Lee 1

John H. Bass

Jerry Stanton

C. Renea Payton

Calvin McDea

Carol McDeasme

1

6/27

3

581

112 2/4

Petition

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NameAddressPhoneDate

Sara Faust

Hope Maus

~~Al Stiles~~

Kenneth Fo

~~Ed Williams~~~~John Smith~~

Leland Webb

James D + Hea

~~Ed Stiles~~

Dorothy R. Fletcher

~~Bill Mason~~

Douglas Stein

A. J. 9/11

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8-11

-11

11

11

Petition

We, citizens of Ida, Arkansas and the community of, respectfully request the U.S. Post Office in our community, postal code 72546, remain open. The closing of this postal location would put a hardship on our rural community and businesses, making extra expense and time to travel to another location, as well as the delay of receiving our daily mail delivery.

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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
<u>Walt Fulcher</u>	<u>1</u>		2-26-11
<u>Kathy Fulcher</u>	<u>14</u>		26/11
<u>Jan Fly</u>	<u>5</u>		32 2-26-11
<u>Samantha Fly</u>			7487
<u>Elmer Reed</u>			ar
<u>Samantha Reed</u>			R-
<u>Harold M. B. W.</u>			AR
<u>Kathy White</u>			AR
<u>Dan W. W.</u>			AR
<u>E. Morgan B.</u>			
<u>George E. B.</u>			
<u>Eddie W. B.</u>			

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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
<u>Chloe Martin</u>			7/26/11
<u>Willie Murphy</u>	5		8/26/11
<u>Brandy Galtzly</u>	8		2/27/11
<u>Joe Helton</u>	5		2/26/11
<u>Bruce Shearer</u>	427		6/26/11
<u>James Dazay</u>	16		0 2/26/11
<u>Edwin Sheppard</u>			1220 2/26/11
<u>Tonjo Williams</u>			334
<u>Gary S. Mosconi</u>	3665		
<u>Jason Greene</u>	18		
<u>Laurance H. Hopkins</u>			
<u>Joe Stencil</u>			81



Petition

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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
Charles Phillips	F.		7-11
Travis Lawrence	14		2-27-11
Kenneth Stein	F		1
Erleene Fletcher			12/11
Allen Lamb	P.		17/11
Sara Packles			12-27-11
Barbara Greene			7-6706 22/11
Kevin Willie			27-11
Kurt Corbin			11
Deanna Conklin			
Melina Adam			
Jerry Pierce	60		7-11

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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
Timmy Maples			1-11
Becky Maples			1-11
Larry Johnson			
Lee Packley			559 /
Ames			'8
Janie Johnson			26030
Cathy B. [unclear]			89-1901
Marvin Dan			415-1582
DAN ELSLANDER			3-2-11
BRIAN SHIPLEY			/
Nicole Partain			/
Josh Miller			1-2-11
			2-11

Petition

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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
<u>Josh Butner</u>			2 3/2/2011
<u>Willard Phillips</u>			17 3/3/11
<u>Betty Phillips</u>			3/3/11
<u>Frank Chatter</u>			18 3/3/11
<u>Michelle R B</u>			6289
<u>David Vinson</u>			840
<u>Michael Dedard</u>			0812
<u>Allen Warner</u>			21-362-5143
<u>Cassandra J</u>			283 3/5/11
<u>Larry H. H. H.</u>			14 3/5/11
<u>Charles H. H.</u>			2
<u>Quarries T</u>			536 3/6/11 206-9778

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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
<u>Erma Jean Little</u>	<u>3344</u>		
<u>Mamie M. Gausey</u>	<u>251</u>		
<u>Brenda D. Gabb</u>			
<u>George L. Babb</u>	<u>265</u>		
<u>ROBERT A</u>			
<u>Ricky King</u>	<u>949</u>		
<u>Mary Ann Jackson</u>	<u>9</u>		
<u>Wendell M. Fz</u>			
<u>Robert Welland</u>	<u>39</u>		
<u>Rachel Cannon</u>	<u>59</u>		
<u>Meagan Cannon</u>	<u>594</u>		
<u>Stephen Cannon</u>	<u>594</u>		

3-2-11  
 821  
 5331  
 we R  
 3-526  
 044  
 528  
 1044

1K  
 2542  
 501  
 06  
 989

3-3-1

206-7631  
 3-3-11

Petition

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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
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ANNA HACY			
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Lynne Dyer			17th
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Mina Darter	3		72530
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Noel E Darter	3		10
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Samy Sittler	3		0
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Linda Reed	3		2530
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Hellie Deekard			10
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Karl Martin	24		30
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Rebecca Martin	244		530
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Bill Newma			107253
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Wanda Newma			1
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Justin Newma			1
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Christy Newma			
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Michelle Taylor			
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Christian T			
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Petition

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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
<u>James Fletcher</u>	<u>4489,</u>		7-6-11
<u>Aaron Fletcher</u>	<u>4489</u>		11
<u>Linda Fletcher</u>	<u>F</u>		3-7-11
<u>S.P. Schmitt</u>	<u>m.d. 9</u>		3/2/11
<u>Thelma Hopkins</u>	<u>106</u>		2/2/11
<u>David Maples</u>	<u>247</u>		19
<u>Ed Sartani</u>	<u>21</u>		530
<u>Olivia McGrenie</u>	<u>1</u>		2530
<u>Jasmine Korkel</u>			2546
<u>Brittany Daria</u>	<u>K</u>		546
<u>Anna Nicole K</u>			546
<u>Robert Korkel</u>			546

Petition

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Name	Address	Phone	Date
Marsha Perry	275		//
Jim Perry	Highway		
Kallen Lacy	59		
Heidi Lacy	P.O. 5		
Kaleb Lacy	59		
Ed Lacy	411		2-8-89 3/10/11
Marsha Lacy	410		-10-11
[Signature]	P.O. 1		3-15-11

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Petition

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NameAddressPhoneDate

David Lacy 10

Don Boyd 7

Mary Helm 5

Mary Helm 5

Russel Helm 5

3668  
72530

6



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NameAddressPhoneDate

Jean Coulter  
Hraser, Ar

John Ed Handrich 502

Marcus Greasy 370

J. Baggett, 82

J. Baggett 44

Charlene Hendricks

11

1-11

22 72546

6040

3-9-11



Petition

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NameAddressPhoneDate

Angela Allender

Coonie Morris

Mary Monymake

Philip Cannon

Joe Wolf

Ranall

Lloyd Sartai

Dory Larnson

Jennifer Murphy

Walter Coop

11

7-3/4/11

11

680525

8-3042

626191

870-668-342

3-7-11

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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
<u>May Can</u>	<u>69</u>		
<u>Lori Can</u>	<u>69</u>		
<u>Vernon Altom</u>	<u>P.O.</u>		
<u>Nita Altom</u>	<u>4</u>		<u>3-1-11</u>
<u>James Miller</u>			
<u>Johnny Drennon</u>			<u>3-1-11</u>
<u>Mary Dwyer</u>	<u>5</u>		<u>2530</u>
<u>Mary Stair</u>	<u>70</u>		
<u>Gene Howell</u>	<u>5</u>		<u>?</u>

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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
<u>Alvin L. Stoll</u>			5 2/25/11
<u>Marvin Logan</u>			7
<u>Susan Presley</u>			1/20/11
<u>James R. Presley</u>			
<u>Vickie L. Brooke</u>			2/2/11
<u>Jimmy D. Brooks</u>			2/2/11
<u>Shelba Roberts</u>			2/26/11
<u>James Roberts</u>			2/26/11
<u>Geri Presley</u>			5-032-26-11
<u>Doris Rackey</u>			58032-26-11
<u>Erma Lee Rackley</u>			9 2-26-11
<u> </u>			



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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
<u>Charlotte Leay</u>	<u>4204 Hwy</u>		
<u>Ray Ray</u>	<u>"</u>		
<u>Kristen Taylor</u>	<u>122</u>		<u>22-11</u>
<u>Ben H. Young</u>	<u>-</u>		
<u>Mike Kapti</u>	<u>-103</u>		<u>22-11</u>
<u>Charles Johnson</u>			<u>22-11</u>
<u>ERIC RENNICK</u>	<u>39</u>		<u>26 2-22-21</u>
<u>Sonny Kennedy</u>	<u>126</u>		<u>832</u>
<u>Douglass</u>	<u>8</u>		<u>25-11</u>
<u>James Sumner</u>			<u>2-25-11</u>
<u>Anta Maples</u>	<u>152</u>		

[illegible]



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<u>Name</u>	<u>Address</u>	<u>Phone</u>	<u>Date</u>
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Maxine Spinks

879

Natalie West 239

Audie Hamm 8.

1-3/9/11

Shirley Haff

530

Wendy Williams

Phil

Collie Logan 549

0/11

Lemmy Clark

1/10/11



March 23, 2011

Honorable Mike Ross  
Congressman of the United States  
101 N Washington Ste 406  
El Dorado AR 71730-5669

Dear Congressman Ross:

This is in response to the inquiry regarding the Discontinuance Study on the Ida Post Office. I emphasize study; no final decision has been made at this time.

Because of the drastic decline in mail volume, the U.S. Postal Service must take action to reduce the size of its retail and delivery network. By consolidating, streamlining and adjusting our operations, we become a more efficient organization. We regularly review and evaluate our office operations in a continuing effort to better meet customers' retail needs, improve productivity and cut costs.

As you are aware, the Postal Service is a self-supporting agency and receives no taxpayer funds to support its operations. All funds to cover our operating expenses are received through the sale of our postage, products and services. We must continue to take reasonable actions to ensure we can continue to meet the mailing needs of the public well into the future, while keeping rates affordable.

A facility closure would require all retail and delivery (if applicable) services to be moved to the nearest location with adequate space to fulfill our customers' needs. Insuring consistent and reliable service can be provided by the gaining facility is one of the key aspects of the study. Floor space, post office box unit availability, employee and customer parking are also factors taken into consideration.

In accordance with the study guidelines, questionnaires were mailed to each resident receiving mail delivery from the Ida Post Office to provide their feedback on the proposed change. Also, a community meeting was held on March 10, 2011, so residents had the opportunity to speak directly with postal officials to answer questions and receive information about postal services.

Again, I emphasize no final decision has been made. The Postal Service will follow established public notification processes if changes are proposed.

Thank you for the opportunity to respond to this inquiry.

Sincerely,

A handwritten signature in black ink that reads "Cary Chism".

Cary Chism  
Manager, Consumer Affairs & Claims



March 30, 2011

Honorable Rick Crawford  
Congressman of the United States  
2400 Highland Dr Ste 300  
Jonesboro AR 72401-6229

Dear Congressman Crawford,

This is in response to the inquiry on behalf of your constituents, Nolen and Earlene Cannon, regarding the Discontinuance Study on the Ida Post Office. I emphasize study; no final decision has been made at this time.

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As you are aware, the Postal Service receives no taxpayer funds to support our operations. All funds to support operations are received from postage sold and retail services purchased. This is why it is so important for the Postal Service to explore ways to maintain good delivery service and improve our operational efficiency.

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Cary Chism  
Manager, Consumer Affairs & Claims

Consumer Affairs & Claims  
Arkansas District



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March 30, 2011

Honorable Rick Crawford  
Congressman of the United States  
2400 Highland Dr Ste 300  
Jonesboro AR 72401-6229

Dear Congressman Crawford,

This is in response to the inquiry on behalf of your constituents, Ed and Gail Carl-Lee, regarding the Discontinuance Study on the Ida Post Office. I emphasize study; no final decision has been made at this time.

Because of the drastic decline in mail volume, the U.S. Postal Service must take action to reduce the size of its retail and delivery network. By consolidating, streamlining and adjusting our operations, we become a more efficient organization. We regularly review and evaluate our office operations in a continuing effort to better meet customers' retail needs, improve productivity and cut costs.

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Cary Chism  
Manager, Consumer Affairs & Claims

## Proposal Checklist

### Section I.

#### Responsiveness to Community Postal Needs

Tell what we are doing and why.

Is reason for discontinuance justified and documented in the record?

If suspended, what type of alternate service customers are now receiving?

Reason for vacancy and information on postmaster/OIC

Number of customers and type of service they received and will receive.

Hours of service, daily window transaction average, number of permit mailers, and postage meter users.

Last three fiscal years of revenue and revenue units.

Decline in service workload/reduction in EAS level, if appropriate.

Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.

Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.

If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.

Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.

Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.

Information on petitions and congressional inquiries included with Postal Service responses.

Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.

Advantages and disadvantages of proposed alternate service.

Any other pertinent information concerning Postal Service needs.

### Section II

#### Effect on the Community

Brief background of area, community government, population, etc.

Number of businesses, religious institutions, schools, local government offices, social organizations, etc.

Was Post Office used as meeting place?

Was Post Office a shelter for a bus stop?

Did the Post Office have a public bulletin board?

Were government forms available at the Post Office?

Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?

What is the historical value of the office?

Is an address change necessary?

Will the community identity be preserved?

What are the growth trends (flat, up, down)?

Were any other nonpostal items identified?

### Section III

#### Effect on Employees

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

**Section IV**☒**Economic Savings**

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-\_\_\_\_, Minimum, no COLA)

\$ 42480

Fringe benefits 33.5%

\$ 14231

Rental costs, excluding utilities

\$ 3000

Total annual costs

\$ 59711

Less estimated cost of replacement service

- 0

Total annual savings

\$ 59711

A one-time expense of \$ 0 will be/was incurred for installation of CBUs and parcel lockers.

☒

Is postmaster salary based on the minimum salary without COLA?

☒

Does postmaster salary reflect the current office evaluation?

**Section V**☒**Other Factors**

The Postal Service has identified no other factors for consideration (if appropriate).

☒

List other factors as appropriate.

☒

Other factors when replacement service is a CPO.

**Section VI**☒**Summary**

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

**Section VII**☒**Notices**

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

*Jackie M. Smith*

5-12-11

Investigative Coordinator

Date

Reviewed and Certified By:

*Jackie M. Smith*

5-12-11

District PO Review Coordinator

Date



---

03/15/2011

SENIOR VICE PRESIDENT  
GOVERNMENT RELATIONS AND PUBLIC POLICY  
475 L'ENFANT PLAZA SW RM 10804  
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close  
the IDA Post Office  
Docket No. 1367813

This is to advise you that on 03/16/2011, I will post for public comment a proposal to close the IDA Post Office in CLEBURNE, Congressional District No. AR01.

If you have any questions, please call JACKIE STUBITSCH District Review Coordinator at (501) 228-4171.

DAVID CAMP  
District Manager  
ARKANSAS PFC District

cc: Manager, Customer Service Operations  
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920  
Proposal



---

03/16/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
IDA Proposal  
Docket No. 1367813 - 72546

Please post the enclosed proposal to close the IDA Post Office in the lobby. The proposal must be posted in a prominent place from 03/16/2011 through close of business on 05/17/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (501) 228-4171.

JACKIE STUBITSCH  
Post Office Review Coordinator  
ARKANSAS PFC District

Enclosures: PS Form 4920  
Proposal  
Invitation for Comments  
Comment Forms  
Official Record



Date of Posting: 03/16/2011

Date of Removal: 05/17/2011

**UNITED STATES POSTAL SERVICE**

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE IDA, AR POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE**

To the customers of the Ida Post Office:

The Postal Service is considering the close of the Ida Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 03/16/2011 through 05/17/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Ida Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JACKIE STUBITSCH  
420 NATURAL RESOURCES DR  
LITTLE ROCK, AR 72205-4100

For more information, you may call JACKIE STUBITSCH at (501) 228-4171 or write to the above address.

Thank you for your assistance.



MARK MERRITT  
420 NATURAL RESOURCES DR  
LITTLE ROCK, AR 72205-4100

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1367813

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Date of Posting: 03/17/2011

Posting Round Date:



Date of Removal: 05/18/2011

Removal Round Date:



PROPOSAL TO CLOSE  
THE IDA, AR POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367813 - 72546

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ida, AR Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Heber Springs Post Office, located six miles away.

The postmaster position became vacant when the postmaster is reassigned on July 31, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: This office is vacant and in close proximity to another office. This office earns 1.4 hrs per day.

The Ida Post Office, an EAS-11 level, provides service from 07:00 to 15:30 Monday - Friday, 08:00 to 10:00 on Saturday and lobby hours of 07:00 - 15:30 on Monday - Friday and 08:00 - 10:00 on Saturday to 50 post office box customers and 75 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged nine transaction(s) accounting for nine minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$17,572 (46 revenue units) in FY 2008; \$15,150 (40 revenue units) in FY 2009; and \$14,522 (38 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 10, 2011, representatives from the Postal Service were available at Pleasant Ridge Baptist Church to answer questions and provide information to customers. 78 customer(s) attended the meeting.

On February 24, 2011, 53 questionnaires were distributed to delivery customers of the Ida Post Office. Questionnaires were also available over the counter for retail customers at the Ida Post Office. 46 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 4 favorable, 4 unfavorable, and 38 expressed no opinion.

One congressional inquiry was received on March 23, 2011.

If this proposal is implemented, delivery and retail services will be provided by the Heber Springs Post Office, an EAS-20 level office. Window service hours at the Heber Springs Post Office are from 08:30 16:30, Monday through Friday, and 08:30 12:30 on Saturday. There are 332 post office boxes available.

Retail service is also available at the Tumbling Shoals Post Office an EAS-13 level office, located four miles away. Window service hours at Tumbling Shoals Post Office are from 08:30 16:30, Monday through Friday and 08:30 12:30 on Saturday. There are 332 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customers expressed concern for loss of community identity

**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
2. **Concern:** Customers felt the level of service was decreasing

**Response:** The customer expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
3. **Concern:** Customers were concerned about having to travel to another post office for service

**Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

4. **Concern:** Customers were concerned about mail security
- Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
5. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
6. **Concern:** Customers felt the loss of a post office would have a detrimental effect on the business community
- Response:** The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.
7. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
8. **Concern:** Customers were concerned about a change of address
- Response:** The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
9. **Concern:** Customers were concerned about later delivery of mail
- Response:** The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cov
10. **Concern:** Customers were concerned about loss of employment in the community
- Response:** The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

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**Some advantages of the proposal are:**

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

**II. EFFECT ON COMMUNITY**

Ida is an unincorporated community located in CLEBURNE County. The community is administered politically by Cleburne County. Police protection is provided by the Cleburne County. Fire protection is provided by the Tumbling Shoals/Ida volunteer. The community is comprised of retirees, farmers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ida Post Office will be available at the Heber Springs Post Office. Government forms normally provided by the Post Office will also be available at the Heber Springs Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster retired on July 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 59,711 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 42,480
Fringe Benefits @ 33.5%	\$ 14,231
Annual Lease Costs	<u>+ \$ 3,000</u>
Total Annual Costs	\$ 59,711
Less Annual Cost of Replacement Service	<u>- \$ 0</u>
Total Annual Savings	<u>\$ 59,711</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Ida, AR Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Heber Springs Post Office, located six miles away.

The postmaster retired on July 31, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Ida Post Office provided delivery and retail service to 50 PO Box customers and 75 delivery route customers. The daily retail window transactions averaged nine. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$59,711 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ida Post Office, Tumbling Shoals Post Office and Heber Springs Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



MARK MERRITT  
Manager, Post Office Operations

03/16/2011  
Date

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date \_\_\_\_\_





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05/17/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 05/17/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

JACKIE STUBITSCH  
Post Office Review Coordinator  
420 NATURAL RESOURCES DR  
LITTLE ROCK, AR 72205-4100

Date of Posting: 03/16/2011

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Date of Removal: 05/17/2011

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UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE IDA, AR POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE



To the customers of the IDA Post Office:

The Postal Service is considering the close of the IDA Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 03/16/2011 through 05/17/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the IDA PO. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JACKIE STUBITSCH  
420 NATURAL RESOURCES DR  
LITTLE ROCK, AR 72205-4100

For more information, you may call JACKIE STUBITSCH at (501) 228-4171 or write to the above address.

Thank you for your assistance.

Sincerely,

MARK MERRITT  
MARK MERRITT  
420 NATURAL RESOURCES DR  
LITTLE ROCK, AR 72205-4100

DOCKET NO.

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037

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**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 05/17/2011

Postal Customers of the Ida Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to consolidate the Ida Post Office, which was posted 03/16/2011 through 05/17/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Ida Post Office who disagrees will have the right to appeal that decision to the Postal Rate Commission in Washington, DC.

Sincerely,

A handwritten signature in dark ink, appearing to read "Mark Merritt".

MARK MERRITT  
420 NATURAL RESOURCES DR  
LITTLE ROCK, AR 72205-4100





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05/20/2011

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the IDA. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Jackie Stubitsch at (501) 228-4171.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Stubitsch".

Manager, Post Office Operations  
420 Natural Resources Dr  
Little Rock, AR, 72205-4100

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

A lot, I have a PO Box to make sure all my mail is delivered. My home Box is not sufficient. The dangerous Hwy situation w/ large (gas & oil) trucks makes it very hard for me to even get to my mail Box. Therefore I have a PO Box for this reason also.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

This PO office has been here for the people in our community and we use it regularly. We are rural and the inconvenience of not having it would be tremendous for us all.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Why would you take away a US postal office from a community when we are using and needing this. People are far away from any amenities as it is!

Name of Postal Customer

Rhonda Lind

Signature of Postal Customer

Rhonda Lind

Mailing Address

PO Box 33

4741 HS Road North

City, State, and ZIP Code

Ida

Ark 72546

Date 3-2-11

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

*I have a Post Office Box. I can pick up my mail by 8:30 AM each morning. I live 1 mile from post office. If it closes I will have my mail delivered late afternoon.*

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

*The location of post office is such that many people stop and do business as they go to and from work.*

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

*By closing the post office it will create hardship on many, many people.*

HAROLD DENE LACY

Name of Postal Customer

Harold Dene Lacy

Signature of Postal Customer

P.O. BOX 71

Mailing Address

Ida, Ark. 72546

City, State, and ZIP Code

4-5-2011

Date

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### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

ALL EFFECTS WOULD NEGATIVE

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

SAME AS ABOVE

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

TAKE LESSONS FROM FED X AND UPS THESE PEOPLE ARE EXPANDING NOT DOWNSIZING. OR CLOSE THE U.S. POSTAL SERVICE ALL TOGETHER

DALE BRADLEY

Name of Postal Customer

*Dale Bradley*

Signature of Postal Customer

PO BOX 65

Mailing Address

IDA AR. 72546

City, State, and ZIP Code

4-4-11

Date

**Optional Comment Form**

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I believe the discontinuance of the IDA P.O. would be unfavorable because it's very convenient getting on and off the hwy. and very safe for the customers.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

We have several folks in the community that are handicapped that use this facility. Would be a good way to have to drive else where for them. I favor keeping the P.O.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I think the proposal should not be adopted because the P.O. has been remodeled & expanded to 480 sq. ft. now and is ~~on a~~ easily accessible.

JUNE TOWELL

Name of Postal Customer

JUNE TOWELL

Signature of Postal Customer

1954 SILVER RIDGE RD.

Mailing Address

DRASCO, AR 72530

City, State, and ZIP Code

4-1-11

Date



## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

unfavorable - this P.O. is in a very good location as far as getting on + off the hwy. to take care of all their business.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

unfavorable - there are several people who are handicapped in this area and the p.o. has the right facilities for them as well as all others in the community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I think the proposal should not be adopted because the facility has been remodeled + expanded to meet the needs of all customers.

Bill Towell

Name of Postal Customer

Bill Towell

Signature of Postal Customer

1954 SILVER Ridge Rd.

Mailing Address

DRASCO, AR 72530

City, State, and ZIP Code

4-1-11

Date

## ◆ Letters to the Editor

### Ida Post Office needs to stay open

Dear Editor:

I am Bertha Webb. I grew up in Ida. I have been living in Benton since 1955 but I never forgot where I grew up at.

I take the Cleburne County paper and I have been seeing where they are wanting

to close the Ida Post Office. I hope that never happens. I remember when Aunt Arkie Bird had it down at her house.

I just hope it's never closed. It would never be the same.

A person that never forgot Ida.

**Bertha Webb  
Benton**

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**Optional Comment Form**

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I believe it would be unfavorable to close the Ida P.O.

The P.O. is a very good + safe place for the community to take care of their business.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

There are several customers in our area handicapped and this would mean driving a distance to take care of business.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The P.O. is in a perfect place, very convenient exiting 80 road and entering onto highway.

MERLIN D. WILSON

Name of Postal Customer

Merlin D. Wilson

Signature of Postal Customer

299 OAK TREE DR.

Mailing Address

DRASCO, AR. 72530

City, State, and ZIP Code

Apr 2, 2011

Date

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I believe it unfavorable to close the Ida P.O.

It would mean driving to another location for business.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

This would traveling to another location out of the Community & might be a hardship for some of the customers & out of the way for everyone.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The P.O. is very easy to get to for everyone, but for the elderly and handicapped it is perfect.

JUDY C. WILSON

Name of Postal Customer

Judy C. Wilson

Signature of Postal Customer

299 OAK TREE DR.

Mailing Address

DRASCO, ARK. 72530

City, State, and ZIP Code

Apr. 2, 2011

Date

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I can depend on my mail being there when ever I go there to get it. I can see any more convinces of moving my mail to a PO 15 miles away I do everything at my local office I think it would be catastrophic to move.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The people in my community would be lost if they would be forced to move before the mail gets to them extra miles but price and availability are major concerns leave it alone!!!!

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Do Not Adopt!

Sammy Settemire Sr

Name of Postal Customer

Sammy Settemire Sr.

Signature of Postal Customer

PO Box 52

Mailing Address

Ida, AR 72546

City, State, and ZIP Code

4/6/2011

Date

**Optional Comment Form**

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.  
*Closing the Ida P.O. would be very detrimental to our services. Instead of only driving 3 miles we would have to go more than 10 in order to mail, buy stamps, M.O. etc. The cost of gas so high this would really hurt us & a lot of other people.*
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. *There are no favorable comments to this proposal. This community is mostly retired & elderly & having to drive extra miles to get their mail would be budget busting.*
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. *you should start @ the top cutting salary's of non-essential personnel.*

Gail & Ed CARLLEE

Name of Postal Customer

Gail Carl-Lee

Signature of Postal Customer

PO Box 36

Mailing Address

IDA AR 72546

City, State, and ZIP Code

4-2-11

Date

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### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I am an 85 year old widow. My husband is deceased. I the  
Ida post office is very handy for me. I surely  
hope that it will not be closed

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date

**Optional Comment Form**

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I believe the discontinuance of the Ida PO would be unfavorable because it is a convenient place to pull off & onto the main road (#25) to buy Money Orders, stamps & mail letters & packages.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It would have an unfavorable effects on the community because there are several handicapped people in this community that use the P.O.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal:

I think this proposal should not be adopted because this PO has been remodeled now to be 480 sq. ft. It is on a level location that can be safely acquired.

Janet Towell

Name of Postal Customer

Janet Towell

Signature of Postal Customer

1980 Silver Ridge

Mailing Address

Drasco, AR 72530

City, State, and ZIP Code

4-1-11

Date



**Optional Comment Form**

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Unfavorable - there would be no close location to buy stamps & mail letters.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Unfavorable - No place for the handicapped & elderly people to buy stamps & get mail & M.O's.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Great location easy access and handicapped accessible please do not adopt this proposal this building has just been remodeled and is very nice

Jerry Towell

Name of Postal Customer

Jerry Towell

Signature of Postal Customer

1980 Silver Ridge Rd

Mailing Address

DLASCO AL 372530

City, State, and ZIP Code

4-1-11

Date

**Optional Comment Form**

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

*I depend greatly on our Post Office. I live alone, am elderly + have difficulty in getting around. Personally I would be quite devastated without this Post Office nearby to me.*

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

*I believe we have many elderly + disabled people here in our community who are like me or maybe worse. I know Transportation is a problem for some.*

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

*We are all proud of our record of service here + have been in service for a long time. There is a history here of faithful service to many families in our neighborhood.*

Name of Postal Customer

Signature of Postal Customer

*Dorothy R. Fletcher*

Mailing Address

*P.O. Box 74 - Ida, Ark. 72546 3-30-11*

City, State, and ZIP Code

Date

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.  
*I believe if it closes people like me (my age) would have trouble getting their mail (by going to the post office) Our mail man & lady post office lady knows us by all our names that we go by & go out of their way to see we get all of our mail! It's stupid if we have to drive to Tumbling Shoals just to get stamps or whatever!*
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.  
*We are a close family here in Ida. We care about our small community. We had a post office here for a long, long time! Not longer than Tumbling Shoals. I am 56 yrs. old & we've had one since then I know. We care when people do as dirty & we fight for what's right!*
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.  
*The Postal Service needs to explore more options on how we can save our post office & service! There's got to be a better way! Just use your brains. God gave you. And pray about it.*

Kathy D. Neighbors

Name of Postal Customer

Kathy D. Neighbors

Signature of Postal Customer

780 Knight Rd. Road Ida & P.O. Box 21 Ida

Mailing Address

Ida, Ar. 72546

City, State, and ZIP Code

March 29, 2011

Date

*(I have a mail box & a Post Office box.)  
(I have my reason for having both)*

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I am a single mother of two wonderful children. I am also a student and currently un-employed. So I cannot afford to put up a mailbox or drive fifteen mins. out of my way to pick up my mail.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

I believe that if you close the IDA Post Office we will lose our identity as a community. It has been an integral part of the community for over a century.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I need to be able to pick up my mail before 9 a.m. and cannot do so if the carrier has a later delivery time.

Brandi J. Backley

Name of Postal Customer

Brandi Backley

Signature of Postal Customer

P.O. Box 111

Mailing Address

Ida, AR, 72546

City, State, and ZIP Code

March 28, 2011

Date

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

you are in violation of Title 39 United States Code § 404 Specific Powers that States - you cannot close a post office that is not self sustaining, also the economic savings to the Postal Service was not addressed accurately, the effect on the community was taken lightly, and failure on the Postal Service to understand the effect it would have on the community.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. Unfavorable to the effects

on community, we have people who have special needs to help fill out money orders - forms - writing letters, reading their mail - because - some do not read or write - many do not have bank accounts - most do not have computers - many are caretakers that can drive only a short distance not 18.8 miles round trip to New Springs because of caring for loved ones.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We are real people with real needs who need their 120 year old P.O. in their community and it wasn't established during the time when the Postal Service built lots of offices because of (plenty of money) you are wrong in attacking Rural offices with your financial woes. Why not find out where the real problem is and work toward that. Leave the Rural offices alone, they are the heart of America.

Name of Postal Customer

Signature of Postal Customer

Nolan Cannon

Nolan Cannon

Mailing Address

3749 Newer Spgs Rd N

Ida, Ar. 72546

3-27-2011

City, State, and ZIP Code

Date

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

If the Ida Post Office should close I will do most of my bill payments and business by telephone or on the computer. Lumbing Shoals Post Office location is not a save site, because of traffic traveling south has very little time to stop for cars making an exit to office and the entrance to the Shesco Post Office is so deep that the rear of the car drags. The closing would cause at great inconvenience to me and the postal patrons of the area.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Closing of the post office would be very similar to the effects of a community losing a school. This is something that a community identifies with. As a small child I remember coming to the Ida Post Office with family members riding on a wagon. I will be 70 years old within a month. The office has adequately served the community for many years and the citizens of the community should have this service continue.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The Postal Service should have provide a more productive public meeting. I felt that we heard what the postal service planned to do with little time for patrons to express their concerns and make suggest that might allow partial service at Ida. Didn't appear to be very Democratic to me. Not a very positive mark for the Postal Service.

Vernon & Nita Altom

Name of Postal Customer

Vernon Altom

Signature of Postal Customer

Nita J. Altom

P.O. Box 85

Mailing Address

Ida, AR 72546

City, State, and ZIP Code

3-29-11

Date

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the IDA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.  
Nothing good for me will come from closing the Ida Post Office, I can only see the rural route delivery as being worse than it already is, which is why I have a PO Box delivery. With more added to this route the slower delivery (later delivery) will be, the faster carrying will have to be done and the more misdelivered mail we will have. It's ashame that you are forcing us to pay all bills online, by that you will lose way more than this closing will save.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community. Our P.O. has been here 120 years you can't expect to close it and it not have a major affect on the way we conduct our personal business. With gas prices rising daily, and most of the citizens here are permianant land owners and getting older daily, it will have undue expense on the fixed income citizens, which makeup at least 75% of this community. We have always taken pride in our Post Office, a 78 year old woman, lives across the street even donates the flag that flies at our Post Office, and her son wants to continue this tradition when she is gone. These older people don't drive much & don't trust mail box at street.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. Please service, and don't use computers. Consider the citizens and the service they have always used locally. We know the Tumbly Shoals Office will be studied for closure as well before long, because they also have a temp. filling in as Postmaster, we don't want to be moved again then. Heber Springs is 10 miles away from Ida not 6 miles as stated in Proposal, which makes 120 miles round trip 6 days a week to check mail in PO Box at Heber Springs and 480 miles extra to drive per month, Or to Tumbly Shoals 60 miles wkly and 240 miles extra monthly, this will impact a fixed income.

Name of Postal Customer

Signature of Postal Customer

Linda Fletcher, Jack Fletcher

Linda Fletcher, Jack Fletcher who's wages won't increase.

Mailing Address

PO Box 64, Ida, AR 72546-9366

3-29-11

City, State, and ZIP Code

Date

Please reconsider the facts and choose not to close our Post Office. We would truly appreciate it.

### III. EFFECT ON EMPLOYEES

The postmaster retired on July 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 59,711 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA) <i>Too high</i> (44)	\$ 42,480
Fringe Benefits @ 33.5% <i>-Too high</i>	\$ 14,231
Rental Costs, Excluding Utilities <i>-Too high</i> (44)	+ \$ 3,000
Total Annual Costs	\$ 59,711
Less Annual Cost of Replacement Service	- \$ 0
Total Annual Savings	<u>\$ 59,711</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Ida, AR Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the Heber springs Post Office, *located six miles away* (10.115) (14)

The postmaster retired on July 31, 2009. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service. (44) *mail is based in Ida everyday as of today 3/23* (14)

The Ida Post Office *provided* delivery service to no customers and 50 PO Box customers. The daily retail window transactions averaged nine. There are no permit mailers or postage meter customers. *For Dec slowest month all year* (24)

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$59,711 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ida Post Office and Heber springs Post Office during normal office hours.
- This is a proposal. It is not a final determination to close this Post Office. If a final determination is made to close this Post Office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

MARK MERRITT  
MARK MERRITT  
Manager, Post Office Operations

03/17/2011  
Date



# I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ida, AR Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the Heber springs Post Office (located six miles away).

The postmaster position became vacant when the postmaster retired on July 31, 2009. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The Office is being studied for possible closing or consolidation due to the following reasons: This office is vacant and in close proximity to another office. This office earns 1.4 hrs per day.

The Ida Post Office, an EAS-11 level, provided service from 07:00 to 15:30 Monday - Friday, 08:00 to 10:00 on Saturday and lobby hours of 07:00 - 15:30 on Monday - Friday and 08:00 - 10:00 on Saturday to 50 Post Office box customers and no delivery - wrong customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged nine transaction(s) accounting for nine minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were \$17,572 (46 revenue units) in FY 2008; \$15,150 (40 revenue units) in FY 2009; and \$14,522 (38 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s). They done the survey of transactions. In Dec 2010 the slowest month of the year. I have never had my business at the PO to only take 1 min now.

On March 10, 2011, representatives from the Postal Service were available at Pleasant Ridge Baptist Church to answer questions and provide information to customers. 78 customer(s) attended the meeting. The meeting was held at 5:30 pm that was too early for a lot of citizens, the meeting was also cut short by 25 min. we still have On February 24, 2011, 53 questionnaires were distributed to delivery customers of the Ida Post Office. Questionnaires were also given available over the counter for retail customers at the Ida Post Office. 46 questionnaires were returned. 4 responses were favorable, 4 unfavorable and 38 expressed no opinion regarding the proposed alternate service. 18 Committee members turned in questionnaires and checked unfavorable your findings are wrong. I also think more have been turned in. If this proposal is implemented, delivery and retail services will be provided by the Heber springs Post Office, an EAS-20 level in that or office. Window service hours at the Heber springs Post Office are from 08:30 16:30, Monday through Friday, and 08:30 12:30 on not being Saturday. There are 332 post office boxes available. PO Box rent is higher at Heber Springs 12.00 per yr, wanted for the smallest box, the people, Ida didn't ask you to build such a large office in Heber we should have to post office boxes available for rent. It has a temp postmaster, so I'm sure you plan on closing fall it's a year or so then we will go through this again. The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry to help Revenue.

## 1. Concern:

### Response:

#### Customers expressed concern for loss of community identity

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

## 2. Concern:

### Response:

#### Customers felt the level of service was decreasing

The customer expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.

## 3. Concern:

### Response:

#### Customers were concerned about having to travel to another post office for service

The route service ended at Ida now has already been posted to be discontinued on April 6, 2011.

## 4. Concern:

### Response:

#### Customers were concerned about having to travel to another post office for service

The route service ended at Ida now has already been posted to be discontinued on April 6, 2011.

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## Some advantages of the proposal are:

1. The carrier provides retail services, alleviating the need to go to the Post Office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers. *Postage will always continue to incr. cause your service gets worse so*
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers. *People use other means to send mail.*
5. Customers opting for carrier service will not have to pay Post Office box fees. *And this is a save for you makes.*
6. Saves time and energy for customers who drive to the Post Office to pick up mail.

## Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services are provided by the carrier *but not as efficiently or as securely.*
2. Meeting the carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in mailing address. The community name and the ZIP Code will continue to be used in the new address. However, a carrier route address will be assigned. *2 zip codes in one office will not last long.*

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## II. EFFECT ON COMMUNITY

Ida is not an incorporated community located in CLEBURNE County. The community is administered politically by Cleburne County. Police protection is provided by the Cleburne County. Fire protection is provided by the Tumbling Shoals/Ida volunteer. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: none. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ida Post Office will be available at the Heber springs Post Office. Government forms normally provided by the Post Office will also be available at the Heber springs Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

None

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community. *PO Box Rental will increase \$12.00 per year*

*An elderly citizen on a fixed income will drive an extra:  
20 miles round trip daily to Heber Springs Post Office  
120 miles weekly  
480 miles monthly ÷ 20 miles to a gallon = 24 gallons of gas extra ea. month*

*24 gallons of Gas  
x 3.45/gallon*

*\$82.80 extra expense monthly, \$993.60 extra yearly plus tin.*

*People w/PO Boxes already have carrier option, why force them out. \$12.00 extra box fee = \$1005.60 extra yearly.*

**Committee to Save Ida Post Office**  
**Ida, Arkansas 72546**  
March 21, 2011

Arkansas District Manager  
United Postal Service  
420 Natural Resources Drive  
Little Rock, Arkansas 72205-9800

In a letter dated February 24, 2011, members of the Ida community received notification of the possibility of closing Ida post office. We were informed that the feasibility of providing mail service from the Heber Springs post office was being studied. We were also informed that representatives from the USPS would be in our community on March 10, 2011 to answer questions and provide information.

Mark Merritt, Jackie Stubitsch, and Patti Robinson were present and Ms. Robinson presided. While Ms. Robinson was genial and polite, many customers of USPS have expressed great disappointment in the efficacy of the meeting. She began with a rather lengthy biographical statement and then spent a very large proportion of her time talking about the financial plight of the postal service, its organizational viability, and of the importance of keeping jobs, including hers. The questioning was stopped at least twenty minutes before the announced closing time, and the meeting ended with a lack of clarity regarding several issues and many patrons indicated that they had felt that they and their concerns were considered insignificant as customers of the postal service. In fact, we have had reports from audience members who said that their raised hands were ignored and that they were told by the presiding member that, "I have the floor." and that they did not get to ask their question.

Among specific questions for which we would like more information are these:

1. The aforementioned letter referenced a change of service from Heber Springs. Ms. Robinson said the service would move to Tumbling Shoals and did not clarify (when asked specifically) why the letter said one thing and she said another.
2. She said that parcels could be picked up and delivered to the patron's door if the patron had a rural box. Is this correct? Would it be standard operating procedure?
3. The letter stated that money orders could be purchased directly from the rural carrier. How would this be handled for infirm or handicapped individuals?
4. Would parcels, return receipt requests, and money order business handled by a rural carrier conceivably take a two-day "turn around" for what would be 20 minute transaction at a local post office?
5. Exactly what monetary savings would accrue from the closing of Ida post office?

- a. Where do the figures come from? Ms. Robinson did not have any specific figures available.
  - b. Would there not be additional mileage costs and price per piece cost added to the cost of the rural carrier?
6. Is there a legal requirement for the provision of a "maximum degree of effective and regular" postal service to rural areas, even if the post office is not self-sustaining?

These are among the many questions that were unsatisfactorily answered at our March 10 meeting. We would respectfully request that your office reply to them within a ten-day period as time is of the essence in our attempts to save our post office.

In the process of preparing this letter, and before it was posted, we were able to read the proposal to close the office based on the study resulting from the March 10, 2011 meeting. We find that the aforementioned questions were either not answered or were answered incorrectly in that report. We also found other inaccuracies. We are enclosing a copy of that report with hand notations that reflect what we perceive as those inaccuracies (enclosure A). To supplement and develop those perceptions, we are including several statements (enclosure B). We are also enclosing a comment form from the USPS completed and signed by one of our committee members, but reflective of all our thinking as well as many community patrons of the post office (enclosure C). Finally, we are sending copies of the pages of a petition (enclosure D) signed not only by the patrons with post office boxes and rural post office boxes, but also by many others who make use of Ida post office for posting mail, buying stamps, money orders etc. All of those people object to the closing of Ida post office.

We strongly request that Ida post office be kept open to serve our community. In addition to its primary purpose of providing mandated and much needed postal service, it has valid historical significance (almost 120 years) and it is certainly a focal component of our community identity.

Thank you most kindly for your time and consideration in this matter, and we will anticipate hearing from you very soon.

Yours truly,

Earlene & Nolen Cannon  
Earlene & Nolen Cannon

3749 Heber Springs Rd. N, Ida, AR 72546

Facsimile on petition  
Linda & Jack Fletcher

4489 Heber Springs Rd. N, Ida, AR 72546

Kathy & Bill Fulcher  
Kathy & Bill Fulcher

149 White Tail Rd. Ida, AR 72546

Norma & Allen Hendrix  
Norma & Allen Hendrix

44 Lacy Road, Ida, AR 72546

Charlotte & Guy Lacy  
Charlotte & Guy Lacy

P.O. Box 91, Ida, AR 72546

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20B

*Maryne & Haroldene Lacy*  
Maryne & Haroldene Lacy

P.O. Box 71, Ida, AR 72546

*Jim & Patricia Lacy*  
Patricia & Jim Lacy

P.O. Box 86, Ida, AR 72546

*Shirley & Wildred Southerland*  
Shirley & Wildred Southerland

225 Lacy Road, Ida, AR 72546

cc: Jackie Stubitsch  
Southwest Area USPS  
United States Postal Regulatory Commission  
United States Senator John Bozeman  
United States Senator Mark Pryor  
United States Representative Rick Crawford

Enclosure A

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Date of Posting: 03/17/2011

Posting Round Date:

Date of Removal: 05/18/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE IDA, AR POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367813 - 72546

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ida, AR Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the Heber springs Post Office, located six miles away.

The postmaster position became vacant when the postmaster retired on July 31, 2009. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The Office is being studied for possible closing or consolidation due to the following reasons: This office is vacant and in close proximity to another office. This office earns 1.4 hrs per day.

The Ida Post Office, an EAS-11 level, provided service from 07:00 to 15:30 Monday - Friday, 08:00 to 10:00 on Saturday and lobby hours of 07:00 - 15:30 on Monday - Friday and 08:00 - 10:00 on Saturday to 50 Post Office box customers and no delivery *not true!* customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged nine transaction(s) accounting for nine minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$17,572 (46 revenue units) in FY 2008; \$15,150 (40 revenue units) in FY 2009; and \$14,522 (38 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 10, 2011, representatives from the Postal Service were available at Pleasant Ridge Baptist Church to answer questions and provide information to customers. 78 customer(s) attended the meeting.

On February 24, 2011, 53 questionnaires were distributed to delivery customers of the Ida Post Office. Questionnaires were also available over the counter for retail customers at the Ida Post Office. 46 questionnaires were returned. 4 responses were favorable, 4 unfavorable, and 38 expressed no opinion regarding the proposed alternate service.

If this proposal is implemented, delivery and retail services will be provided by the Heber springs Post Office, an EAS-20 level office. Window service hours at the Heber springs Post Office are from 08:30 16:30, Monday through Friday, and 08:30 12:30 on Saturday. There are 332 post office boxes available.

Retail service is also available at the Tumbling shoals Post Office an EAS-13 level office, located four miles away. Window service hours at Tumbling shoals Post Office are from 08:30 16:30, Monday through Friday and 08:30 12:30 on Saturday. There are 332 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- Concern:** Customers expressed concern for loss of community identity

**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
- Concern:** Customers felt the level of service was decreasing

**Response:** The customer expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
- Concern:** Customers were concerned about having to travel to another post office for service

*you petition would indicate other way we can name more than 4 of the with i know not in favorable response*

*family of four with each vote in opposition*

*a more complete financial picture should include advertising mail, phone books etc. that get paid for at print & reproduction. our local office receives no revenue for delivery & handling. 73 rural boxes 54 PO boxes*

*9.4 miles - closed on odometer & so an 18.8 round trip!*

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38  
20 E**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. *cl*

4. **Concern:**

Customers were concerned about mail security

**Response:**

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

5. **Concern:**

Customers were concerned about senior citizens

**Response:**

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

*How would customer receive mail to be picked up? carrier could not open*

6. **Concern:**

Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:**

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

7. **Concern:**

Customers questioned the economic savings of the proposed discontinuance

**Response:**

The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

*Give us specifics*

8. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

9. **Concern:**

Customers were concerned about later delivery of mail

**Response:**

The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

10. **Concern:**

Customers were concerned about loss of employment in the community



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**Response:**

The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

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**Some advantages of the proposal are:**

1. The carrier provides retail services, alleviating the need to go to the Post Office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail. *How can a customer have 24 hr access to other services?*
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay Post Office box fees.
6. Saves time and energy for customers who drive to the Post Office to pick up mail. *- not if they are having to wait by rural box to meet carrier for mail*

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services are provided by the carrier.
2. Meeting the carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in mailing address. The community name and the ZIP Code will continue to be used in the new address. However, a carrier route address will be assigned. *This contradicts what we were told at the meeting.*

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

**II. EFFECT ON COMMUNITY**

Ida is not an incorporated community located in CLEBURNE County. The community is administered politically by Cleburne County. Police protection is provided by the Cleburne County. Fire protection is provided by the Tumbling Shoals/Ida volunteer. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: none. *As the enclosed comment form shows, Ida has at least 12 businesses.* Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ida Post Office will be available at the Heber springs Post Office. Government forms normally provided by the Post Office will also be available at the Heber springs Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

None

Based on information the Postal Service obtained, it was determined that there has been minimal growth in the area in recent years. Carrier service is expected to be able to handle any future growth in the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster retired on July 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

*Title 39, US Code 5404 indicates that the post office does not have to be self-sustaining.*

The Postal Service estimates an annual savings of \$ 59,711 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)  
Fringe Benefits @ 33.5%  
Rental Costs, Excluding Utilities

\$ 42,480  
\$ 14,231  
+ \$ 3,000

Total Annual Costs  
Less Annual Cost of Replacement Service

\$ 59,711  
- \$ 0

Total Annual Savings

\$ 59,711

*These figures show nothing of the costs incurred in changing the post office & then the other costs increase afterward.*

*Isn't this figure for the top made our pm less than much less than this after years she many*

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Ida, AR Post Office and provide delivery and retail services by Rural Route Service under the administrative responsibility of the Heber springs Post Office, located six miles away.

The postmaster retired on July 31, 2009. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

*not true 54*  
The Ida Post Office provided delivery service to no customers and 50 PO Box customers. The daily retail window transactions averaged nine. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$59,711 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ida Post Office and Heber springs Post Office during normal office hours.
- This is a proposal. It is not a final determination to close this Post Office. If a final determination is made to close this Post Office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

MARK MERRITT  
MARK MERRITT  
Manager, Post Office Operations

03/17/2011  
Date

### Comments on Proposal to Close Ida Post Office

**These are intended to be fuller explanations regarding those areas of disagreement with the proposal. We have made handwritten notations on a copy of the proposal, but space did not allow full comment.**

1. It is a violation of Title 39, United States Code S404 to base a proposal to close almost exclusively on finances including how much can be saved if it is closed. And even if it were legal to do so, we have not seen convincing evidence of how much would be saved if it were closed. It does not have to be self-sustaining, but it does meet needs of our community for effective & regular postal service.
2. The proposal stated that we could do business in Heber Springs six miles away. This is inaccurate as odometer checked mileage shows that from the Ida post office to Heber Springs post office is 9.4 miles making an 18.8 mile round trip for folks who are hard pressed for money and some for time.
3. There is a statement that Ida does not have a route. It does and always has. The Ida OIC is still working the route mail. It has seventy-three deliveries and we have fifty-four post offices boxes rented and this adds up to more than 1.4 work hours per day and doesn't include other types of services provided for patrons such as those mentioned in Ms. Cannon's comment page such as helping patrons who have literacy problems. The total revenue for 2010 of \$14,522.00 would be much greater if Ida post office were given any prorated credit for revenue from advertising mail, phone books etc. Also, when operating costs were listed, the lease cost was stated as \$3,000.00 when in fact it is \$2,250.00. This is another example where the proposal was in error with its information. We were never told what the cost would be to move the office to Heber Springs including such things as clerk pay to sort Ida mail, extra mileage for carrier to & from Heber Springs and/or more miles in Ida with more rural boxes. The cost for postmaster salary was listed as \$42,480 annually. This would seem to be top-level pay, not entry level. In regard to cost as well as efficiency of service, if a carrier has to do all the transactions at the mail boxes that the proposal makes sound so easy, will he be back to Heber Springs post office in time for dispatch in the afternoon? If not, then what does he do with the mail he collected?
4. The proposal indicated that Ida had no businesses. Did the study make use of Business Connect? We have two churches and our own firehouse with first responders. Additionally, we have a heavy equipment & gravel trucking business, a fertilizer & lime company, a grocery/hardware/deli business, an upholstery shop, 2 beauty shops, an air-conditioning & heating company, a cross-country trucking business, an RV & boat repair shop, and many cattle, poultry & other farming operations. It is inconceivable to us that the report would state that there were no business concerns in Ida.

5. The report also stated that Ida post office had "minimal growth". In twenty years, it went from a four hour per day to an eight hour per day office & it would still be an eleven level if you had left our route alone. It seems that routes are purposefully removed to downgrade the offices (not only Ida's), and then you can say that the office earns only a few hours per day & that it is a loss to keep it (which we remind you is not supposed to be a determinant factor). Do you really believe that Ida only uses nine minutes of retail workload per day? That might be true on a ten inches snow day, but not otherwise. Ida is setting in the middle of the Fayetteville Shale natural gas area. In fact, there is a gas well close to the post office and there are so many wells in the Ida community that one would have to think and count to get the actual number. They are still drilling. It has brought much prosperity to our area and the gas people say it will last at least thirty years. That means lots of letters and business mail coming and going. In relation to this, Ida sits beside busy highway 25 where all the gas drilling equipment travels passing all hours of the day and night. It certainly is not a safe place to stand by your mailbox and wait to get a money order from your carrier.
6. We have enclosed an "Optional Comment Form" signed by one of our committee members that reflects the opinions of all of us and we would like it to be considered parallel with this enclosure. We know that it would be a great inconvenience for Ida patrons to have to drive to Heber Springs to take care of postal business or to have to depend on rural carriers for all manner of needs. It would be more costly for them, certainly more inconvenient for them and in worse case situations, it would even be more dangerous for them.
7. We, the members of The Committee to Save Ida Post Office, as well as the hundreds of individuals that signed the enclosed petition, appeal to your sense of fairness and law to consider the points presented as they differ from the proposal study. We ask the US Postal Commission and our elected congressional officials to spare us from the difficulties of the situation of losing our historical and community enhancing post office. We desperately need your help. Please save our post office.

*Enclosure B*

**Optional Comment Form**

Following are comments I wish to make concerning the proposed discontinuance of the Ida Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal service.

The closure would be in violation of Title 39 US code 5404 Specific Powers that states that a post office cannot be closed just because it is not self-sustaining. The emphasis on economic savings was not addressed accurately and little attention was given to the effect on the community. Comments regarding inconvenience and additional costs to patrons were handled in a dismissive manner. These are addressed specifically in comment #2.

2. **Effect on Your Community.** Describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The closure would have a most unfavorable effect on our community. We have people with special needs such as help filling out money orders and other forms & help writing their letters & reading their mail as some cannot read or write. Most people do not have computers (and internet service is minimal) and so cannot do online bill-paying etc. A number of people do not even have bank accounts and so must do much business with money orders. Several community members are caretakers of family members and cannot leave that loved one in order to drive 18.8 miles round-trip to Heber Springs to the post office or wait unknown amounts of time for a rural carrier with the extra "hassle" of buying money orders & mailing parcels.

3. **Other Comments.** Please provide any other views or information that you believe the postal service should consider in deciding whether to adopt the proposal.

We are real people with a real need for our 120-year old post office (which wasn't built during the times when the postal service was extravagantly building offices because money was available). It is wrong to attack rural offices with financial woes many of which resulted from earlier mistakes. Why not find out where the real problem is & work toward solving that. Please leave rural post offices alone. They are the heart of America.

Name of Postal Customer

Signature of Postal Customer

Farlene Cannon

Farlene Cannon

Mailing Address

Date

P.O. Box 16 Ida AR 72946

3-23-2011

Enclosure c

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### III. EFFECT ON EMPLOYEES

The postmaster retired on July 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 59,711 with a breakdown as follows:

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Total Annual Costs

Less Annual Cost of Replacement Service

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+ \$ 3,000

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*These figures show nothing  
of the costs incurred in changing  
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*that this figure  
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our pm less than  
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this after years she  
many*

### V. OTHER FACTORS

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MARK MERRITT

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Manager, Post Office Operations

03/17/2011

Date

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*Enclosure B*

**Optional Comment Form**

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The closure would have a most unfavorable effect on our community. We have people with special needs such as help filling out money orders and other forms & help writing their letters & reading their mail as some cannot read or write. Most people do not have computers (and internet service is minimal) and so cannot do online bill-paying etc. A number of people do not even have bank accounts and so must do much business with money orders. Several community members are caretakers of family members and cannot leave that loved one in order to drive 18.8 miles round-trip to Heber Springs to the post office or wait unknown amounts of time for a rural carrier with the extra "hassle" of buying money orders & mailing parcels.

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Name of Postal Customer

Signature of Postal Customer

Farlene Cannon

Farlene Cannon

Mailing Address

Date

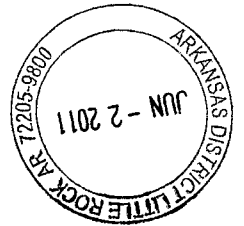
P.O. Box 16 Ida AR 72946

3-23-2011

Enclosure @

May 30, 2011

David Camp  
420 Natural Resources Dr.  
Little Rock, Ar. 72205



Dear Mr. Camp,

I am sure you are aware by now how very much the Ida Community love their Post office. I am sure you are also aware of the pressures that we have put upon those trying to close our office. We all realize changes have to be made to save the United States Postal Service, but are you sure you are saving that much money, and would it help that much? It was my privilege to serve this community as their postmaster for 20 years, in that time I came to realize what a close knit community this is, and how they depend upon the services it gives. We just celebrated our 120 years in service Saturday May 21, 2011. It was a grand time and much of its history was discussed.

When you are making your final decision concerning Ida, please remember the reasons we

Have tried to make you aware of, and  
the special needs of our Community. We  
Would all be Eternally grateful to you  
if you would spare our office. Thank you  
for your time.

Sincerely,  
Nolan & Barbara Cannon



**A. Office**

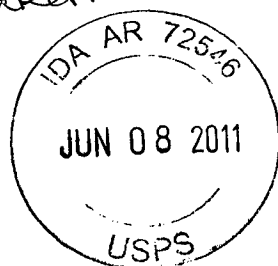
Name: IDA State: AR Zip Code: 72546  
Area: SOUTHWEST District: ARKANSAS PFC  
Congressional District: AR01 County: CLEBURNE  
EAS Grade: 11 Finance Number: 044410  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was a premature appeal received.

Prepared by: Jackie Stubitsch  
Title: ARKANSAS PFC Post Office Review Coordinator  
Tele No: (501) 228-4171

Date: 05/20/2011  
Fax No: (650)  
577-5059

Taken down



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1367813

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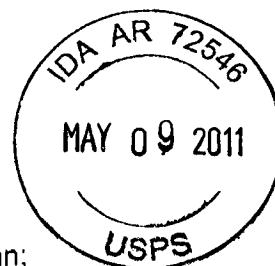
39

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Postal Regulatory Commission  
Submitted 4/8/2011 3:47:12 PM  
Filing ID: 72464  
Accepted 4/8/2011  
ORDER NO. 712

UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, DC 20268-0001



Before Commissioners:

Ruth Y. Goldway, Chairman;  
Mark Acton, Vice Chairman;  
Dan G. Blair;  
Tony L. Hammond; and  
Nanci E. Langley

Ida Post Office  
Ida, Arkansas

Docket No. A2011-11

### ORDER DISMISSING APPEAL FOR LACK OF JURISDICTION

(Issued April 8, 2011)

On March 22, 2011, the Committee to Save Ida Post Office (Petitioner) filed a petition seeking review of the Postal Service's decision to close the Ida, Arkansas post office.<sup>1</sup> In Order No. 702, the Commission established Docket No. A2011-11 to consider the appeal and directed the Postal Service to file its Administrative Record or responsive pleading to the appeal.<sup>2</sup> On April 6, 2011, the Postal Service filed a Motion to Dismiss this proceeding.<sup>3</sup> The Motion is granted.

<sup>1</sup> Petition for Review Received from the Committee to Save Ida Post Office, March 22, 2011 (Petition).

<sup>2</sup> Notice and Order Accepting Appeal and Establishing Procedural Schedule, March 24, 2011 (Order No. 702).

<sup>3</sup> Motion of United States Postal Service to Dismiss Proceedings, April 6, 2011 (Motion). The Motion includes Exhibit 1, the date stamped cover of the Proposal to Close the Ida AR Post Office and Continue to Provide Service by Rural Route Service.

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Docket No. A2011-11

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*It is ordered:*

1. The Motion of United States Postal Service to Dismiss Proceedings, filed April 6, 2011, is granted.
2. Docket No. A2011-11 is terminated for lack of jurisdiction.

By the Commission.

Shoshana M. Grove  
Secretary

### Analysis of 60-Day Posting Comments

**Number of comments returned**

Total questionnaires distributed	<u>22</u>
Favorable comments	<u>0</u>
Unfavorable comments	<u>22</u>
No opinion expressed	<u>0</u>
Total comments returned	<u>22</u>

**Postal Concerns**

The following postal concerns were expressed

Concern (Favorable):

1. We received 22 unfavorable comments from the community which includes: inconvenience is moved to another location, safety issues if boxes put on highway, mail delivery will be later, current location makes it convenient while doing other business in the town, creates a hardship for the elderly and handicapped, will create additional expenses when going to another location in another city, and community identity will be lost.

Response:

**Nonpostal Concerns**

The following nonpostal concerns were expressed



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Date of Posting: 03/16/2011

Posting Round Date:

Date of Removal: 05/17/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE IDA, AR POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE  
(REVISED)

DOCKET NUMBER 1367813 - 72546

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ida, AR Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Heber Springs Post Office, located six miles away.

The postmaster position became vacant when the postmaster is reassigned on July 31, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: This office is vacant and in close proximity to another office. This office earns 1.4 hrs per day.

The Ida Post Office, an EAS-11 level, provides service from 07:00 to 15:30 Monday - Friday, 08:00 to 10:00 on Saturday and lobby hours of 07:00 - 15:30 on Monday - Friday and 08:00 - 10:00 on Saturday to 50 post office box customers and 75 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged nine transaction(s) accounting for nine minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$17,572 (46 revenue units) in FY 2008; \$15,150 (40 revenue units) in FY 2009; and \$14,522 (38 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On March 10, 2011, representatives from the Postal Service were available at Pleasant Ridge Baptist Church to answer questions and provide information to customers. 78 customer(s) attended the meeting.

On February 24, 2011, 53 questionnaires were distributed to delivery customers of the Ida Post Office. Questionnaires were also available over the counter for retail customers at the Ida Post Office. 46 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 4 favorable, 4 unfavorable, and 38 expressed no opinion.

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A petition supporting the retention of the Ida Post Office was received on March 16, 2011, with 342 signatures. If this proposal is implemented, delivery and retail services will be provided by the Heber Springs Post Office, an EAS-20 level office. Window service hours at the Heber Springs Post Office are from 08:30 16:30, Monday through Friday, and 08:30 12:30 on Saturday. There are 332 post office boxes available.

Retail service is also available at the Tumbling Shoals Post Office an EAS-13 level office, located four miles away. Window service hours at Tumbling Shoals Post Office are from 08:30 16:30, Monday through Friday and 08:30 12:30 on Saturday. There are 332 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customers expressed concern for loss of community identity

**Response:** The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
2. **Concern:** Customers felt the level of service was decreasing

**Response:** The customer expressed a concern about the increasing cost of postage while service was decreasing. The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2006.
3. **Concern:** Customers were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

4. **Concern:**

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**Response:**

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

5. **Concern:**

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**Response:**

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

6. **Concern:**

Customers felt the loss of a post office would have a detrimental effect on the business community

**Response:**

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

7. **Concern:**

Customers questioned the economic savings of the proposed discontinuance

**Response:**

The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

8. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

9. **Concern:**

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**Response:**

The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover.

10. **Concern:**

Customers were concerned about loss of employment in the community

**Response:**

The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

**Some advantages of the proposal are:**

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

**II. EFFECT ON COMMUNITY**

Ida is an unincorporated community located in CLEBURNE County. The community is administered politically by Cleburne County. Police protection is provided by the Cleburne County. Fire protection is provided by the Tumbling Shoals/Ida volunteer. The community is comprised of retirees, farmers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ida Post Office will be available at the Heber Springs Post Office. Government forms normally provided by the Post Office will also be available at the Heber Springs Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster retired on July 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. .

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 59,711 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 42,480
Fringe Benefits @ 33.5%	\$ 14,231
Annual Lease Costs	<u>+ \$ 3,000</u>
Total Annual Costs	\$ 59,711
Less Annual Cost of Replacement Service	<u>- \$ 0</u>
Total Annual Savings	<u>\$ 59,711</u>

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Ida, AR Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Heber Springs Post Office, located six miles away.

The postmaster retired on July 31, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Ida Post Office provided delivery and retail service to 50 PO Box customers and 75 delivery route customers. The daily retail window transactions averaged nine. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$59,711 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ida Post Office , Tumbling Shoals Post Office and Heber Springs Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



MARK MERRITT  
Manager, Post Office Operations

03/16/2011  
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 02/04/2011																								
2. Post Office Name IDA		3. State and ZIP + 4 Code AR, 72546-9998																										
4. District, Customer Service ARKANSAS PFC	5. Area, Customer Service SOUTHWEST	6. County CLEBURNE	7. Congressional District AR01																									
8. Reason for Proposal to Discontinue This office is vacant and in close proximity to another office. This office earns 1.4 hrs per day.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 07/31/2009 b. <input checked="" type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150)EAS-11 Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 0		a. Time M-F Sat Total Window Hours Per Week a. Lobby Time M-F Sat 07:00 - 15:30 08:00 - 10:00 42.00																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 50 c. City Delivery 0 d. Rural Delivery 75 e. Highway Contract Route Box 0 f. Total 125 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 9.50		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>222</td> <td>87</td> </tr> <tr> <td>b. Newspaper</td> <td>35</td> <td>3</td> </tr> <tr> <td>c. Parcel</td> <td>8</td> <td>3</td> </tr> <tr> <td>d. Other</td> <td>0</td> <td>0</td> </tr> <tr> <td>e. Total</td> <td>265</td> <td>93</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td colspan="2">0</td> </tr> <tr> <td>g. No. of Permits</td> <td colspan="2">0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	222	87	b. Newspaper	35	3	c. Parcel	8	3	d. Other	0	0	e. Total	265	93	f. No. of Postage Meters	0		g. No. of Permits	0	
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15a. Quarters																												
<input type="checkbox"/> Postal Owned <input type="checkbox"/> Leased (if Leased, Expiration Date) 08/31/2017 Annual Lease \$ 3000 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
15b. Explain: closing Post Office																												
17. Schools, Churches and Organization in Service Area: No: 0		19. Administrative/Emanating Office (Proposed):																										
		Name <u>HEBER SPRINGS</u> EAS Level <u>        </u> Miles Away <u>6.1</u> Window Service Hours: M-F 08:30 16:30 SAT 08:30 12:30 Lobby Hours: M-F 24 hrs SAT 24 hrs PO Boxes Available: <u>332</u>																										
18. Businesses in Service Area: No: 0		20. Nearest Post Office (if different from above):																										
		Name <u>TUMBLING SHOALS</u> EAS Level <u>        </u> Miles Away <u>4.0</u> Window Service Hours: M-F 08:30 16:30 SAT 08:30 12:30 Lobby Hours: M-F 24 hrs SAT 24 hrs PO Boxes Available: <u>332</u>																										
21. Prepared by																												
Printed Name and Title JACKIE STUBITSCH		Signature JACKIE STUBITSCH		Telephone No. AC () (501) 228-4171																								
PO Discontinuance Coordinator Name JACKIE STUBITSCH		Telephone No. AC () (501) 228-4171		Location LITTLE ROCK, AR																								



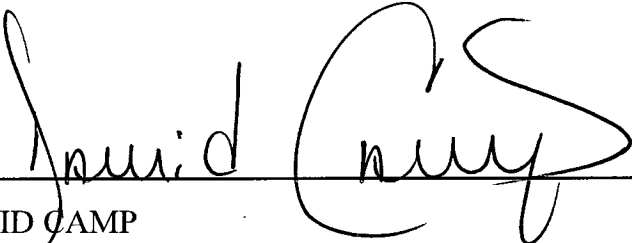
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05/20/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
IDA  
Docket Number 1367813 - 72546

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.



DAVID CAMP  
District Manager






Docket: 1367813 - 72546

Item Nbr: 44

Page Nbr: 1

**LOG OF POST OFFICE DISCONTINUANCE ACTIONS**

Office Name, State, ZIP Code:	IDA, AR, 72546-9998
EAS Level:	11
District:	ARKANSAS PFC
County:	CLEBURNE
Congressional District:	AR01
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Propsed:	retired
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	50
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
<b>Total number of customers:</b>	50

Date	Action
07/31/2009	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
	Postmaster vacancy occurred. Reason: retired
12/07/2010	OIC: Career: 0 Noncareer: 0 Other Employees: 0
	District manager authorization to study.
02/24/2011	Questionnaires sent to customers. Number sent: 53 Number Returned: 46
03/16/2011	Analysis: Favorable 4 Unfavorable 4 No Opinion 38
03/16/2011	Petition received. Number of signatures: 342
	Concerns expressed:
03/23/2011	The closing of the Postal location would put a hardship on our rural community and businesses, making extra expense and time to travel to another 
	Congressional inquiry received: Yes
03/23/2011	Concerns expressed:
	
05/20/2011	Proposal and checklist sent to district for review.
03/15/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
05/20/2011	Proposal and invitation for comments posted and round-dated.
07/21/2011	Proposal and invitation for comments removed and round-dated.
05/20/2011	Comment Analysis:
	Favorable 0 Unfavorable 22 No Opinion 0 22
05/20/2011	Premature PRC appeal received.
	Concerns expressed:
02/04/2011	
	Updated PS Form 4920 completed (if necessary).
05/20/2011	Certification of the official record.
05/20/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.

	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

JACKIE STUBITSCH  
Name/Title(501) 228-4171  
Telephone NumberJACKIE STUBITSCH  
District Post Office Review Coordinator(501) 228-4171  
Telephone Number



06/01/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA ROOM 5621  
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Ida Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Jackie Stubitsch, Post Office Review Coordinator, at (501) 228-4171 or Michael Davis Manager Post Office Operations.

A handwritten signature in cursive script, appearing to read "David Camp".

DAVID CAMP  
DISTRICT MANAGER  
420 NATURAL RESOURCES DR  
LITTLE ROCK, AR 72205-4100

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4G/P1367813.pdf>)  
Headquarters acknowledgment of receipt of official record (optional)  
Self-addressed envelope

cc: Vice President, SOUTHWEST Area (no enclosures)

### Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the IDA was received by 06/08/2011.  
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700  
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

**\*Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

Date of Posting: 08/04/2011

Date of Removal: 09/05/2011

FINAL DETERMINATION TO CLOSE  
THE IDA, AR POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367813 - 72546

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The proposal to close the Ida Post Office was posted with an invitation for comment at the Ida Post Office, Tumbling Shoals Post Office and Heber Springs Post Office from March 16, 2011 to May 17, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:**

We received 22 unfavorable comments from the community which includes: inconvenience is moved to another location, safety issues if boxes put on highway, mail delivery will be later, current location makes it convenient while doing other business in the town, creates a hardship for the elderly and handicapped, will create additional expenses when going to another location in another city, and community identity will be lost.

**Response:**

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

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Customers expressed concern for loss of community identity

**Response:**

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

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**Some advantages of the proposal are:**

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

**II. EFFECT ON COMMUNITY**

Ida is an unincorporated community located in CLEBURNE County. The community is administered politically by Cleburne County. Police protection is provided by the Cleburne County. Fire protection is provided by the Tumbling Shoals/Ida volunteer. The community is comprised of retirees, farmers and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: none. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ida Post Office will be available at the Heber Springs Post Office. Government forms normally provided by the Post Office will also be available at the Heber Springs Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

**III. EFFECT ON EMPLOYEES**



The postmaster position became vacant when the postmaster retired on July 31, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

#### **IV. ECONOMIC SAVINGS**

The Postal Service estimates an annual savings of \$ 59,711 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 42,480
Fringe Benefits @ 33.5%	\$ 14,231
Annual Lease Costs	<u>+ \$ 3,000</u>
Total Annual Costs	\$ 59,711
Less Annual Cost of Replacement Service	<u>- \$ 0</u>
Total Annual Savings	<u>\$ 59,711</u>

#### **V. OTHER FACTORS**

The Postal Service has identified no other factors for consideration.

## VI. SUMMARY

This is the final determination to close the Ida, AR Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Heber Springs Post Office, located six miles away.

The postmaster retired on July 31, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Ida Post Office provided delivery and retail service to 50 PO Box or general delivery customers and 75 delivery route customers. The daily retail window transactions averaged nine. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$59,711 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

## VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Ida Post Office , Tumbling Shoals Post Office and Heber Springs Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Ida Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Ida Post Office , Tumbling Shoals Post Office and Heber Springs Post Office during normal office hours.



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Dean J Granholm  
Vice President of Delivery and Post Office Operations

08/01/2011

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Date



08/04/2011

OFFICER-IN-CHARGE/POSTMASTER  
Ida Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Ida Post Office Final Determination  
Docket No. 1367813 - 72546

Please post in the lobby the enclosed final determination to close the Ida Post Office. The final determination must be posted in a prominent place from 08/04/2011 through close of business on 09/05/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 09/06/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (501) 228-4171.

Sincerely,

A handwritten signature in black ink, appearing to read "Jackie Stubitsch", with a stylized flourish at the end.

JACKIE STUBITSCH  
POST OFFICE REVIEW COORDINATOR  
420 NATURAL RESOURCES DR  
LITTLE ROCK, AR 72205-4100

Enclosures:  
Final Determination Official Record



Date of Posting: 08/04/2011

Date of Removal: 09/05/2011

FINAL DETERMINATION TO CLOSE  
THE IDA, AR POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1367313 - 72546

Date of Posting: 08/04/2011

Date of Removal: 09/05/2011

FINAL DETERMINATION TO CLOSE  
THE IDA, AR POST OFFICE  
AND CONTINUE TO PROVIDE  
SERVICE BY RURAL ROUTE SERVICE



DOCKET NUMBER 1367813 - 72546

2011 AUG 29 14:52

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P. 1

Date of Posting: 08/04/2011

Date of Removal: 08/05/2011

FINAL DETERMINATION TO CLOSE  
THE IDA, AR POST OFFICE  
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